

MEND | Meet Each Need with Dignity
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JOB DESCRIPTION

POSITION TITLE: Connections Service Navigator
FLSA STATUS: Non-Exempt
REPORTS TO: Program Manager
LOCATION: Onsite
WAGE: \$25/hour, 70 hours per 2-week pay period

ABOUT MEND:

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 Million lbs. of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families & the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving. MEND is an equal opportunity employer.

JOB SUMMARY: Under the direct supervision of the Program Manager, the Service Navigator is responsible for providing internal and external referrals, provides light case management, ensures quality service delivery, facilitates culturally and linguistically appropriate connections to wrap-around services that effectively link individuals and families to resources that address program participants' needs. The Service Navigator is also responsible for coordinating and delivering First Step Services for the Unhoused, to meet the varying needs of the community. They will increase awareness and engagement of MEND services by conducting community outreach and building relationships with service providers who can further support participants served at MEND. This role will collaborate across MEND programs to assist participants in accessing services that address urgent and persistent needs. The ideal candidate will have previous community organizing and event coordination, and strong formal and informal networks in the San Fernando Valley.

ESSENTIAL FUNCTIONS:

1. Provides formal and informal guidance to participants to assist them in accessing community resources (i.e. healthcare, utility assistance, employment/unemployment benefits, CalFresh, housing, legal assistance, childcare, support groups, mental health care, WIC and other food resources, etc.)
2. Provides light case management services to assigned caseload making connections/linkages and conducts follow-up to ensure the linkages addressed the identified need. Ensure documentation and data entry are complete, timely, and accurate.
3. Establish relationships with referral sources within the service area and within other community-based organizations that can further support MEND participants. Research and maintain relevant knowledge of social services, government assistance and healthcare programs including eligibility requirements. Participate in community meetings.

4. Coordinate and lead First Step Services for participants, overseeing all aspects of activity including outreach, onsite partner engagement, community collaboration, procurement of supplies to ensure success. Procure, prepare, and assemble required materials such as toiletry kits, clothing, etc., for distribution during assigned events; responsible for maintaining sufficient inventory of required materials and submitting required reports and documentation to donors.
5. Collaborate with key staff to support in the registration of participants, providing resource linkages, preparing food selection, etc.
6. Actively lead efforts to increase participant awareness and engagement in MEND services, primarily through tabling at community events, community presentations and trainings, and other outreach methods as assigned.
7. Completes daily data entry for each activity conducted including submitting attendance records and documenting resources provided; maintains and updates inventory logs on excel with all items distributed.
8. Create volunteer descriptions, recruit and oversee a team of volunteers who support the distribution of goods to community members through First Step and other onsite and offsite events as assigned.
9. Provides regular communication about available community resources to MEND staff and program participants to support navigation of additional services and referrals.
10. Works as a part of a multi-disciplinary team in cooperation with other MEND staff to support participant goal planning and achievement.
11. Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in social work, Human Development, Psychology, Sociology, or related field is required.
- Bi-Lingual English/Spanish fluency required
- 2 years of demonstrated experience with providing 1:1 services and conducting community outreach and relationship development.
- Knowledge of community resources; excellent internet and research skills.
- Experience with documentation and data management including but not limited to assessments, case notes, follow-up and referrals to community organizations.
- Proven experience in facilitating and developing group presentations and material.
- Experience working with individuals with diverse ethnic and socioeconomic backgrounds.
- Strong interpersonal skills with the ability to be compassionate and firm and always maintain confidentiality.
- Strong organizational and follow-through skills; adept at tracking data and program outcomes.
- Demonstrated ability to work effectively as a member of a team.
- The successful candidate will be able to manage multiple assignments simultaneously, build strong relationships, and be able to set and meet deadlines
- Excellent communication, time-management, and organizational skills; strong written and interpersonal skills
- Proficient in Microsoft Office (Word, Excel, Access, PowerPoint); and Efforts to Outcomes (ETO) a plus
- Must be able to remain in a stationary position 60-70 % of the time.
- May move, transport, boxes or program material weighing up to 25 lbs across the office for various needs.

- Valid CA Driver's License and Current insurance; Must have reliable transportation
- Must be willing to work a flexible schedule to accommodate agency events and activities

TIME COMMITMENT: Full time position 70 hours per 2-week pay period. (9/70 per pay period or 32/38 hours per week based on organizational needs; may include some evening and weekends and local travel. Local travel approximately 25% of the time.

All positions contingent on continued funding.

All employees on County-funded programs must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

All employees will be required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. Employees will be required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, please submit cover letter and resume to jobs@mendpoverty.org

Position open until filled. Please include a cover letter that describes how your experiences meets all the requirements of the position. Applicants who do not submit a cover letter will not be considered.

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE, is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

Core Values

- Excellence in programs, outcomes, and operations
- Informed, holistic approaches through active listening and credible messengers
- Integrity in our actions, building trust in our community and donors
- Transparency and integrity in all we do

- Dignity & respect for those we serve and each other
- Benefits
- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage paid at 50% by employer; Vision coverage paid for by employee. May elect to purchase up to a PPO plan or obtain coverage for eligible family members at their own cost.
- Optional benefits include Flexible Spending Account and AFLAC.
- Employee Assistance Program (EAP) available providing 24-hour confidential hotline for employees to help find balance, address personal concerns, and assist with day-to-day challenges.
- 10 days of sick leave granted annually; ability to carry over up to 70 hours of unused sick time.
- MEND provides vacation benefits to all full-time and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrue vacation at a rate of 2 weeks per year. Accruals are based on hours worked.
- Option to participate in employer sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.