

MEND | Meet Each Need with Dignity

10641 N San Fernando Road

Pacoima, CA 91331

Phone | 818.896.0246

www.MendPoverty.Org



MEND JOB DESCRIPTION

POSITION TITLE: Associate Program Manager

FLSA STATUS: Exempt

REPORTS TO: Program Manager

LOCATION: Onsite

WAGE: \$70,000

START DATE: March 5, 2024

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.

JOB SUMMARY: Under the direction of the Program Manager, the Associate Program Manager (APM) provides programmatic and operational oversight of the Enhanced Care Management service contract. The APM will manage all administrative and technical functions including scheduling staff training, conducting case file audits and ensuring continued compliance with both MEND and Partner requirements. The APM will supervise ECM Team Leads and provides guidance and support to maximize team efforts. The Associate Program Manager will work in collaboration with Leadership to produce comprehensive outcome measures through individual success plans referrals and linkages to community agencies and by ensuring access to resources are provided to participants to meet programmatic goals.

ESSENTIAL FUNCTIONS:

1. Serves as Liaison to Partner and Health Plans, ensures all requests and requirements are met in a timely manner.
2. Supervises the ECM Team Leads, provides leadership to program staff and supports them in developing creative and innovative strategies to engage a wide variety of populations, to maximize participant enrollment and engagement in ECM services.
3. Ensures effectiveness, efficiency and compliance with partner requirements and MEND strategic goal objectives; ensures completion and submission of data and reports.

4. Identifies, builds and maintains mutually beneficial relationships with key partners that can address unmet participant needs.
5. Conducts monthly case file reviews and audits to ensure staff is compliant with MEND and funder record keeping standards.
6. Ensures that quality service delivery is provided to participants in a timely manner and that ISP goals are followed up on and linkages and program outcomes are completed, and participant needs are met.
7. Collaborates with the development and marketing teams to provide information about ECM services, including collecting success stories and testimonials to promote program support and participation.
8. Maintains a caseload of 5 and provides support should staff encounter challenges, will provide temporary coverage of caseloads during staff absences or vacancies
9. Responsible for team performance, and achievement of all activities and outcomes; monitors program activities on a regular basis and makes recommendations to enhance the program as appropriate.
10. Other duties as assigned.

Qualifications:

- Bachelor or Associate degree in Social Work, Public Health, or related field preferred; or 2-4 years' experience working with underserved and diverse populations in community settings
- Two years of direct care management experience including working independently in the field, conducting biopsychosocial assessments, and developing care plans preferred.
- Bi-Lingual English and Spanish; fluency in other languages such as Tagalog, Armenian, and American Sign language are a plus.
- Experience navigating health and social service systems.
- Experience linking people with complex health, behavioral health, and social needs to community resources.
- Excellent customer service, communication and organizational skills; strong written and interpersonal skills, follow-through skills; adept at tracking data and program outcomes.
- Demonstrated ability to support, coach, and motivate participants to reach their goals.
- 1 year experience supervising staff and/or volunteers
- Demonstrated experience with community outreach and program development
- Demonstrated ability to work effectively as a member of a team
- Experience working with individuals with diverse ethnic backgrounds and awareness of social determinants of health and barriers experienced by people in poverty.
- Position requires some local travel; approx. 25% of the time; must have reliable transportation and valid automobile insurance.
- Proficient in Microsoft Office (Word, Excel, Access, PowerPoint); and Efforts to Outcomes (ETO) a plus
- Must be willing to work a flexible schedule to accommodate outreach activities

- This position is a mandated reporter and also must also have a satisfactory background check.
- The successful candidate will be able to manage multiple projects simultaneously, build strong relationships, be able to set and meet deadlines and have experience developing and managing projects and department budgets.

PHYSICAL REQUIREMENTS:

- Employees may regularly need to lift up to ten (10) pounds.
- While performing the duties of this job, the employee is regularly required to identify, communicate, and exchange information.
- Expected to travel to community meetings, participant homes or other agencies.
- May experience traumatic situations including psychiatric, traumatized, and deceased participants.

TIME COMMITMENT: Full-time; may include some evening and weekends and local travel.

The ability to interact with staff (at all levels) in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism is crucial to this role. Strong written and verbal communication skills, strong decision-making ability and attention to detail are equally important.

All positions contingent on continued funding.

All County-funded workforce members 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.

To apply, please submit a cover letter and resume to jobs@mendpoverty.org by **February 26, 2024. Position open until filled.**

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. Position eligible for MEND sponsored benefits.

MEND, named the 2022 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, vision and dental insurance costs paid by MEND.
- Option to participate in employer sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary)