

MEND | Meet Each Need with Dignity

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MEND JOB DESCRIPTION

POSITION TITLE: Enhanced Care Management (ECM) Project Coordinator

FSLA STATUS: Non-Exempt

REPORTS TO: Managing Director of Program Strategy

WAGE: \$28-30 per hour DOE

START DATE: January 3, 2023

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 direct supervision of the Managing Director of Program Strategy, the ECM Project Coordinator will oversee a subcontract focused on removing barriers to health, social services and behavioral health care for participants enrolled in Enhanced Care Management. Supervising a team of Community Health Workers, the Coordinator will ensure team completes assessments, treatment planning and ongoing care management of eligible participants referred to MEND by contracting agency. The Project Coordinator utilizes motivational interviewing to engage participants and support their motivation to better manage their own chronic conditions. The Project Coordinator will serve as liaison to and will receive case-focused supervision from contracting agency. Will build relationships with other service agencies to best support the needs of enrolled participants and ensure successful performance of subcontract.

ESSENTIAL FUNCTIONS:

1. Confirm participant's eligibility by verifying qualifying chronic condition and acuity criteria with participant.
2. Conduct an in-depth assessment with participants including identifying participant's referring chronic condition(s), Primary Health Concern (PHC), housing stability, Social Determinants of Health (SDoH) needs, preferences, and barriers on a biannual basis.
3. Complete participant-centered treatment goals in collaboration with participants and review progress in meeting goals routinely to encourage better management of health.
4. Provide support and education to participants to assist them in adhering to medical recommendations and taking medications as prescribed.
5. Communicate with participant's health plan and service providers to ensure coordination of services and to advocate for participants needs or preferences.
6. Participate in Interdisciplinary Care Team (ICT) meetings on a regular basis to ensure the quality and appropriateness of services being provided to the participant, and to better support participant's ability access needed health care services and community resources.

7. Attend and actively participate in weekly supervision, training and meetings as scheduled to ensure staff's understanding and ability to apply best practices and evidence-based practices while working with participants.
8. Review referrals from contracting agency daily and assign them to Community Health Workers within 24 hours of original assignment.
9. Develop work plans for staff and create case management workflow. Review team's cases daily to ensure they are fulfilling the responsibilities.
10. Complete all required records and documents according to funder expectations; enter, track and maintain log of daily activities conducted using data tracking tool, prepare monthly progress reports.
11. 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 organization skills; ability to communicate complex information effectively.
- Demonstrated ability to support, coach, and motivate participants to reach their goals
- Valid California driver's license, reliable transportation and proof of current liability insurance required
- Ability to manage time effectively to complete tasks and meet deadlines
- Experience using electronic technology (laptop, tablet, cell phone) and Microsoft Office Suite (Excel, Word, and Outlook) required
- Strong organizational and follow-through skills; adept at tracking data and program outcomes.
- Experience working with individuals with diverse ethnic backgrounds.
- The successful candidate will be able to manage multiple staff, build strong relationships, and be able to set and meet deadlines.

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, 35 hours per week; 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 **January 2, 2023. 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
- 16 paid days off: 14 holidays, 2 personal days (birthday and work anniversary)