



JOB DESCRIPTION

Position Title: Enhanced Care Management Care Specialist **FLSA Status:** Non-Exempt
Department/Program: Enhanced Care Management **Location:** Onsite – Pacoima
Wage Range: \$25-\$26 per hour **Job Status:** Regular FT
Reports To: Program Manager-Community Wellness **Travel Required:** 20%

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members since 1971. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. In alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through more intensive services. Our team embraces and lives our organizational values, contributing to a compelling and inspiring work environment. MEND is recognized as a highly impactful nonprofit by Charity Navigator, Candid, and Great Nonprofits, and has received recognition as best nonprofit and favorite workplace in Daily News Reader's Choice Awards since 2022.

POSITION SUMMARY: Under the direct supervision of the Program Manager, and day-to-day oversight by Team Lead, the Enhanced Care Management (ECM) Care Specialist is responsible for overseeing care coordination of high-need members enrolled in Medi-Cal managed care. The ECM Care specialist will complete and document care planning in collaboration with the participant including assessments to identify health, behavioral, and social barriers; provide intensive case management and linkages to social services; and assist participants with navigating the healthcare system. The ECM Care Specialist will utilize motivational interviewing to engage participants and support their motivation to better manage their own chronic conditions.

The ideal candidate is a self-motivated, compassionate, organized, and proactive professional committed to improving health outcomes and reducing barriers to care. They build effective relationships with individuals from diverse backgrounds and communicate in a culturally responsive, respectful, and accessible manner. The successful candidate effectively manages competing priorities, maintains accurate and timely records, and takes initiative to coordinate services and support positive client outcomes.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement: To perform this job successfully, you must be able to perform each essential function satisfactorily with or without accommodation. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essentials functions.

1. 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.
2. Complete participant-centered treatment goals in collaboration with participants and review progress in meeting goals routinely to encourage better management of health.

3. Adhere to program standards and compliance expectations; maintain timely and accurate completion of all documentation required by contract and MEND (including but not limited to case notes, periodic assessments, care plans and activity trackers) in accordance with established deadlines and achieve a minimum of 90% rate of successful, billable engagements.
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. Expand and maintain knowledge of social service providers, government assistance, and healthcare systems; connect individuals to resources.
8. Attend and actively participate in weekly supervision, training and meetings as scheduled to ensure understanding and ability to apply best practices and evidence-based practices while working with participants.
9. Review referrals from contracting agency daily and assign them to Community Health Workers within 24 hours of original assignment.
10. Other duties as assigned.

POSITION QUALIFICATIONS

Key Competencies

- Care Coordination & Case Management: Coordinates services, referrals, and follow-up care to meet members' needs.
- Communication Skills: Communicates effectively with members, families, healthcare providers, and community partners.
- Organization & Time Management: Prioritizes workload, manages multiple cases, and meets deadlines.
- Documentation & Recordkeeping: Maintains accurate, timely, and compliant documentation.
- Resource Navigation: Demonstrates knowledge of community resources and successfully links members with appropriate services.

Skills and Abilities

- Bi-Lingual English and Spanish fluency required.
- Experience navigating health and social service systems including providing warm hand-offs, experience with outreach a plus.
- 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.
- 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.
- Proven ability to work independently and as an effective and collaborative member of a team.

Education

- Bachelor's degree required or a combination of skills and experience in lieu of degree.
- Previous HIPAA compliance and mandated reporter training a plus

Experience

- Minimum 1 year experience providing case management or care coordination to individuals with diverse ethnic backgrounds and complex needs.

Certificates & Licenses

- Valid California driver's license, reliable transportation, and proof of current liability insurance required.

Other Requirements

- Employment is contingent upon the successful completion of a background check and tuberculosis (TB) screening in accordance with applicable state and local regulations.

PHYSICAL DEMANDS

Physical Demands

Stand	O	Lift/Carry 10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	F	21-50 lbs	O
Handling / Fingering	F	51-100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O	Push/Pull	
Climb	N	12 lbs or less	O
Crawl	N	13-25 lbs	O
Squat or Kneel	O	26-40 lbs	N
Bend	O	41-100 lbs	N

N (Not Applicable)

Activity is not applicable to this position.

O (Occasionally)

Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently)

Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly)

Position requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIRONMENT

- Work is completed largely in a quiet indoor office environment, occasional outdoor community level outreach
- Work is performed primarily through telephone communication and in-person interactions at MEND, with occasional offsite visits conducted as needed to support care coordination and meet program requirements. Expected to travel to community meetings, participant homes, or other agencies.
- May be exposed to difficult situations, such as psychiatric, traumatized, and deceased participants.
- The ability to interact with staff (at all levels) in a high-paced environment, sometimes under pressure, in a setting that values urgency, organization, and consistent follow-through.
- 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.

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 committed to a diverse and inclusive workforce. MEND fosters a culture that honors different perspectives, opinions, and backgrounds. All employees must provide documentation demonstrating right to work in the U.S. at the time of hire.

TIME COMMITMENT: Full time 70 hours per pay period (9/70 per pay period or 32/38 hours per week) based on organizational needs; Tues-Friday 8am-5pm, and 1st and 3rd Saturday 8am-2:30 pm. May include some evening and weekends. Local travel is required at least 20% of the time.

All employees are required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. If federal, state, or local governments have declared a public health emergency, you may be asked to comply with required health and safety procedures as a condition of employment. Employees are required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, submit an up-to-date resume and cover letter that describes how your experience meets all the requirements of the position to jobs@mendpoverty.org. Position open until filled.

Core Values

- **Dignity and Respect:** Recognizing and honoring the inherent worth in each other & the people we serve
- **Integrity:** Doing the right thing, being honest, ethical, trustworthy & transparent
- **Excellence:** Always striving to do our best by embracing curiosity, learning, growth, and continuous improvement
- **Accountability:** Taking ownership of work, results, and actions, being solution focused to ensure high quality services and impact
- **Teamwork/Collaboration:** Leveraging collective strengths and working together to achieve exceptional outcomes

Culture

- Warm, welcoming environment; staff & volunteers have a passion for making the world a better place
- We value team members who are resilient, adaptable, and open to ongoing feedback as part of continuous growth
- Investment in, care and appreciation for all employees; we celebrate success together at staff meetings, annual holiday celebrations, 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
- Constructive feedback is a core part of our culture—we believe in direct, respectful communication that helps everyone improve and succeed
- We emphasize coachability, a solutions-oriented mindset, and a strong commitment to both individual and team development

Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage 50% paid 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 address personal concerns and assist with day-to-day challenges.
- 10 days of sick leave granted annually – ability to carry over up to 72 hours unused sick time.
- Vacation benefits are provided to all full- and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrual is up to 2 weeks per year, and based on hours worked.
- Option to participate in employee sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an

exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this position description and/or assign tasks for the employee to perform, as the Company may deem appropriate. *All positions contingent on continued funding.*