

MEND | Meet Each Need with Dignity

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JOB DESCRIPTION

POSITION TITLE: Enhanced Care Management (ECM) Care Specialist-Bilingual Spanish English required

FSLA STATUS: Non-Exempt

REPORTS TO: Program Manager – Community Wellness

LOCATION: Onsite

WAGE: \$24-\$26 per hour

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 pounds of good food a year. And, 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 our more intensive services and programs.

JOB SUMMARY: Under the direct supervision of the Program Manager, and day-to-day oversight by Team Lead, the ECM Care Specialist is responsible for overseeing care coordination of high-need members enrolled in Medi-Cal managed 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 Specialist will utilize motivational interviewing to engage participants and support their motivation to better manage their own chronic conditions.

ESSENTIAL 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 by 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 staff's 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.

QUALIFICATIONS:

- Bachelor's degree required or a combination of skills and experience in lieu of degree.
- 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.
- 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.
- Proven ability to work independently and as an effective and collaborative member of a team.

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 70 hours per bi-weekly pay period or 32/38 hours per week based on organizational needs; 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 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.

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 may 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 and named the 2025, FAVORITE NONPROFIT 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

- **Dignity and Respect:** Recognizing and honoring the inherent worth in the people we serve and each other
- **Integrity:** Doing the right thing, being honest, ethical, trustworthy, and 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

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.
- 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.