

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: Enhanced Care Management (ECM) Team Lead

FSLA STATUS: Non-Exempt

REPORTS TO: Program Manager

LOCATION: Onsite

WAGE: \$30 per hour DOE

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 Enhanced Care Management (ECM) Team Lead oversees a team focused on delivering high-quality and personalized support to ECM participants. Together, team engages assigned participants and coordinates health and health-related care to best support the individual needs of each person. The Lead oversees the day-to-day functions of the team, ensuring timely completion of assessments, treatment planning, continuous improvement in the care management process and achievement of program goals. The Lead also maintains and provides Enhanced Care Services to assigned caseload, utilizing motivational interviewing to engage participants and support their motivation to better manage their own chronic conditions. The Lead fosters a positive and productive work environment, driving performance and supporting the professional development of team members.

ESSENTIAL FUNCTIONS:

1. Lead and supervise a team of Enhanced Care Specialists, providing guidance and mentorship to team members to enhance performance and professional growth; establish and monitor key performance indicators for each team member; identify training needs and provide support to enhance skills.
2. Ensure the timely and accurate development and implementation of care plans for participants, review team care plans and confirm that plan aligns with participant needs; support team by reviewing documentation, and ensure all required activities are completed including partner trainings, data entry, etc.; review team's cases daily to ensure they complete and in compliance.
3. Conduct an in-depth assessment with assigned 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.

4. Complete participant-centered treatment goals in collaboration with assigned participants and review progress in meeting goals routinely to encourage better management of health.
5. Provide support and education to assigned participants to assist them in adhering to medical recommendations and taking medications as prescribed.
6. Communicate with assigned participant's health plan and service providers to ensure coordination of services and to advocate for participants needs or preferences.
7. 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.
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. Complete all required records and documents according to Partner/Health Plan/Agency expectations; enter, track and maintain log of daily activities conducted using data tracking tool, prepare monthly progress reports.
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 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 70 hours per bi-weekly 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.

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 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. 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 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.