

MEND | Meet Each Need with Dignity

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JOB DESCRIPTION

POSITION TITLE: Employment Services Coordinator

FSLA STATUS: Non-Exempt

REPORTS TO: Economic Empowerment Program Manager

LOCATION: Onsite

WAGE: \$28-30/hr 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 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:

MEND is seeking an experienced, self-motivated, and well-organized leader to develop and lead a comprehensive employment services program. The ideal candidate is a productive, high-energy person who gets things done and is passionate about workforce development and the populations we serve. Under the direct supervision of the Economic Empowerment Program Manager, the Employment Services Coordinator (ESC) oversees the day-to-day operation of Gateways Employment Services (GES), and maintains an assigned caseload, ensuring high-quality and personalized support is provided to participants, assisting them to obtain and retain employment. Together, the team engages assigned participants, coordinates job readiness services, and builds robust relationships with local employers to best support the individual needs of each participant. Services include transitional work experience, employment readiness workshops, job development, placement, and retention.

ESSENTIAL FUNCTIONS:

1. Oversees all Gateways Employment Services, ensuring high-quality services and achievement of agency and funder goals for program completion, ensures enrollment, job placement and job retention goals are met.
2. Supervises the GES Program Specialist, providing guidance and mentorship to enhance performance and professional growth; establish and monitor key

performance indicators; identify training needs and provide support to enhance skills.

3. Supervises GES program volunteers and TWEX participants assigned to the program, providing guidance and mentorship, ensuring that work fosters professional growth and supports program needs.
4. In cooperation with the Program Manager, monitors program spending and ensures expenses are in budget and are allowable.
5. Conducts weekly community outreach to recruit eligible participants. Markets employment services weekly to local businesses to build and maintain a referral network for job placement opportunities. Plans and participates in job fairs.
6. Develops training materials, lesson plans, and presents workshops on topics relevant to finding, getting, and keeping a job, such as resumes, interview preparation, job search, etc. Leverages readily available public resources through EDD, LA City & County and U.S. Department of Labor.
7. Maintains assigned caseload; ensures the timely and accurate development and implementation of individual success plans with participants, maintains detailed records and progress reports; conducts quarterly case file reviews to ensure conformance to program expectations and participant records are complete.
8. Creates an Employer Advisory Council to stay aware of labor market trends, ensure job readiness curriculum aligns with business needs, and to maintain strong employer relationships.
9. Works in close coordination with the relevant MEND staff to ensure program completion, job placement, and retention goals are met while ensuring a positive experience for each participant.
10. Maintains strong relationships with community partners and public agencies who can provide essential supportive services to help meet non-work-related needs of participants.
11. Supports all efforts to continually improve the program and participant outcomes.
12. Other duties as assigned.

QUALIFICATIONS:

- Bilingual English/Spanish required
- Bachelor's degree in social work, psychology, education or related field; equivalent combination of training and experience will be considered.
- 3+ years' experience providing employment services with a demonstrated understanding of business needs and track record of providing transitional work experience, employment readiness, job placement and retention services.
- Must possess the ability to think quickly, strategically and execute new ideas in a fast-paced environment,
- The successful candidate will be able to build strong relationships with community providers, employers and participants alike.
- Can work independently – with or without direction – is a quick learner who can achieve program goals with a “can do” attitude.

- Must have strong organizational and follow-through skills, the ability to manage multiple tasks and projects in an efficient and timely manner; able to set and meet deadlines; adept at tracking data and program outcomes.
- Experience supervising others, providing staff coaching, and holding them accountable for meeting targets.
- Demonstrated ability to work effectively as a member of an interdisciplinary team and work with people from a variety of backgrounds.
- Excellent communication skills; strong written and interpersonal skills
- Experience with leading engaging presentations and group training sessions.
- Must have reliable transportation for offsite outreach efforts and meetings.
- Familiarity with career readiness resources such as those publicly available through DOL, City and County, EDD and others, including job sites
- Proficient in MS Office (Word, Excel, PowerPoint, Outlook); familiarity with ETO a plus; excellent internet & research skills

TIME COMMITMENT: Full time 70 hours per 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 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.

All employees will be required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. Employees will be required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, please submit cover letter and resume to jobs@mendpoverty.org by April 2nd, 2025. 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. MEND is an equal opportunity employer.

MEND, named the 2022 & 2023 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 employee sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.