

**MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

Pacoima, CA 91331

**Phone** | 818.896.0246

[www.MendPoverty.Org](http://www.MendPoverty.Org)

**Job Description**

**POSITION TITLE:** Employment Services Specialist

**FSLA STATUS:** Non-Exempt

**REPORTS TO:** Employment Services Coordinator

**LOCATION:** Onsite

**WAGE RANGE:** \$23-25 per hour, 70 hours per pay period

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 4Million 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 Employment Services Coordinator, the Employment Services Specialist provides 1:1 coaching support and guidance to participants as they identify vocational goals, search for job opportunities, build job search skills, obtain, and retain employment. The Specialist will also provide guidance to Transitional Work Experience (T-WEX) participants. In addition to coaching, the Specialist will facilitate work skills assessments, self-assisted and self-directed job search opportunities, employment readiness workshops, job club, employer outreach activities and participant outreach events.

**ESSENTIAL FUNCTIONS:**

1. Provides ongoing case management to an assigned caseload. Formal and informal guidance to participants enrolled in the Gateways Employment program, including T-WEX participants, to build essential employability skills.
2. Maintains and regularly updates Individual Success Plan (ISP) in collaboration with enrolled participants, outlining employment related goals and monitoring progress toward employment.
3. Develops a trusting and open relationship with participants and assists with decision-making and referrals in relation to employment.
4. Assists participants to connect with and navigate resources through other CBOs and public social services to address non-work related needs that create barriers to successful employment.
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. Participants in job fair planning.

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6. Delivers and facilitates workshops to groups and in 1:1 coaching individuals on job seeking skills and techniques, motivation, resume preparation, application completion, internet use for job search, social capital development, and job retention.
7. Provides participants with work skills assessments that will enhance their ability to find appropriate employment.
8. Utilizes labor market information to assist the participant in making appropriate career and occupational decisions and creates strong relationships with employers to serve as a bridge for participant employment.
9. Works with local employers and participants in developing and identifying appropriate jobs and helping participants gain and retain meaningful employment.
10. Achieves agency- and/or funder-identified program goals.
11. Conducts timely follow-up with all participants on caseload, including self directed participants, to support their successful completion of identified goals and to ensure ongoing job retention for those placed into employment.
12. Other duties as assigned.

**QUALIFICATIONS:**

- AA degree is required. Bachelor's degree in sociology, human services, psychology, or related field is preferred; an equivalent combination of training and experience will be considered.
- 2 to 3 years' experience in case management with a focus on employment and job training.
- Bilingual English/Spanish is required.
- Excellent communication, time management, and organizational skills; strong written and interpersonal skills.
- Strong organizational and follow-through skills, able to set and meet deadlines, and adept at tracking data and program outcomes.
- Must have reliable transportation for offsite outreach efforts and meetings
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook); familiarity with Efforts to Outcomes (ETO) a plus; excellent internet and research skills
- The successful candidate will be able to manage multiple assignments simultaneously, build strong relationships, set and meet deadlines, and have a strong work ethic.
- Demonstrated ability to work effectively as a member of an interdisciplinary team and work with people from a variety of backgrounds while maintaining confidentiality.
- Ability to express awareness of and sensitivity to culturally and economically diverse clients
- Must be able to remain in a stationary position 60-70 % of the time.
- May move, transport, boxes or program material weighing up to 25 lbs. across the office for various needs.

**TIME COMMITMENT:** Full-time 70 hours per pay period (9/70 per pay period or 32/38 hours per week based on organizational needs, with alternating Saturdays; may include some evenings. Local travel is required at least 25% of the time.

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*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](mailto: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. MEND is an equal opportunity employer.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE and 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**

- 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

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## 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.