

MEND | Meet Each Need with Dignity

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www.MendPoverty.Org



JOB DESCRIPTION

POSITION TITLE: LCSW/LMFT Program Director (Bilingual Spanish/English Required)

PROGRAM: United Mental Health Promoters (UMHP)

FSLA STATUS: Exempt

REPORTS TO: Managing Director of Program Strategy

LOCATION: Onsite

WAGE: \$108,000

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 general direction of the Managing Director of Program Strategy, the Program Director/Mental Health Clinical Supervisor (PD/MHCS) serves as part of the senior leadership team and is responsible for the operational success of the United Mental Health Promoters grant, ensuring excellence in program delivery with measurable impact. The MHCS will have the primary function of guiding and empowering United Mental Health Promoters and Senior United Mental Health promoters within their role and will also engage communities, community and county partners with the goal of improving overall community wellbeing. Activities may include outreach and engagement, individual and community advocacy, facilitating groups, referral and linkage, and collaboration with internal and external systems within LACDMH, and other County Departments, community partners and thought leaders.

ESSENTIAL FUNCTIONS:

1. Directs the implementation, coordination and administration of all aspects of contract including planning, organizing, staffing, and oversight of program activities and outcomes to ensure all training, performance and spending objectives are met.
2. Monitors annual program and performance goals in alignment with MEND's strategic plan, including target results, milestones, impact and improvement plans as needed. Performs regular file and data reviews to ensure services are provided effectively and efficiently.
3. Evaluates the performance of direct reports annually – and ensures the same for all subordinate team members – develops professional development and/or

performance improvement plans to increase staff skills and capacity to deliver high quality services, provides training and guidance to administrative and clinical staff to ensure mental health services delivery effectiveness.

4. Effectively communicates program, administrative, and clinical direction to subordinate staff.
5. Reviews all program records for completeness, consistency, and quality of mental health services provided including application of proper techniques; ensures compliance with state and federal mandates. Discusses cases with workers and makes suggestions and recommendations.
6. Assists in planning, developing, and implementing mandatory and discretionary mental health programs in accordance with applicable laws, ordinances, and regulations by determining type and level of services to be provided; measures of quality-assurance to be employed; and formulating and carrying out policies and procedures.
7. Keeps informed of new developments in the field of Mental Health.
8. May carry a caseload that includes the more complicated or emergency casework assignments as required.
9. Provides regular updates on performance to Managing Director of Program Strategy and Executive Leadership team, produces annual reports to inform Impact Report.
10. Other duties as assigned

QUALIFICATIONS:

- A valid, active license as a Licensed Clinical Social Worker issued by the State of California Department of Consumer Affairs, Board of Behavioral Sciences; or a valid, active license as a Marriage and Family Therapist or Marriage, Family, and Child Counselor issued by the State of California Department of Consumer Affairs, Board of Behavioral Sciences.
- Minimum 5 years' experience in leading, coaching, and managing a team, program planning, public speaking, and organizational management; experience in the nonprofit sector, particularly focusing on poverty alleviation and/or Mental Health Services required.
- Must be results oriented with strong organizational, self-motivation, and follow through skills; adept at tracking data and results with experience using data to inform program design, delivery and improvement.
- Experience sharing lived experiences to recognize mental health risks and protective factors.
- Excellent written, verbal, and interpersonal communication, with experience collaborating in a multi-disciplinary, diverse, and dynamic team. Demonstrated success in facilitating collaboration and cooperation with organizations and the community.
- Proficient in Microsoft Office (Word, Excel, Powerpoint, Outlook); Knowledge of Efforts to Outcomes (ETO) a plus; Excellent internet and research skills.
- Bi-lingual English and Spanish strongly preferred
- A valid California Class C Driver License and current insurance; must have reliable transportation.

- Ability to perform light physical effort which may include occasional light lifting to a 10-pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

TIME COMMITMENT: Full-time; 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 a cover letter and resume to jobs@mendpoverty.org by **5pm Friday, 8/30/24**. Please include a cover letter that describes how your experiences meet 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.
- 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.
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