

MEND | Meet Each Need with Dignity

10641 N San Fernando Road

Pacoima, CA 91331

Phone | 818.896.0246

www.MendPoverty.Org



JOB DESCRIPTION

Position Title: Employment Services Coordinator
Department/Program: Gateways Employment Services
Wage Range: \$28-\$30
Reports To: Economic Empowerment Program Manager

FLSA Status: Non-Exempt
Location: Onsite – Pacoima
Job Status: Regular FT
Travel Required: Approx 25%

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members since 1971. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. 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 more intensive services. Our team embraces and lives our organizational values, contributing to a compelling and inspiring work environment. MEND is recognized as a highly impactful nonprofit by Charity Navigator, Candid, and Great Nonprofits, and has received recognition as best nonprofit and favorite workplace in Daily News Reader's Choice Awards since 2022.

POSITION 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.

The ideal candidate is a proactive leader with a talent for connecting job seekers to the right opportunities. They possess strong interpersonal skill with a deep knowledge of employment services and local employer needs to drive successful placements and partnerships. They are skilled at staff supervision and utilizing data to improve program outcomes.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement: To perform this job successfully, you must be able to perform each essential function satisfactorily with or without accommodation. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essentials 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.

POSITION QUALIFICATIONS

Key Competencies

- Ability to provide employment readiness training, including resume preparation, interview techniques, and job search strategies.
- Proficient in maintaining accurate participant records and logging data
- Skilled at recruiting employer partners and establishing relationships with business to expand job opportunities
- Excellent written and oral communication for workshop facilitation, outreach and professional networking.
- Flexibility to navigate unexpected challenges including shifts in local job market
- Demonstrates personal responsibility for the quality and timeliness of work, achieving high impact results.

Skills and Abilities

- Bilingual English/Spanish fluency required
- 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
- Proficient in MS Office (Word, Excel, PowerPoint, Outlook); familiarity with ETO a plus; excellent internet & research skills
- 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.

Education

- Bachelor's degree in social work, psychology, education or related field; equivalent combination of training and experience will be considered.

Experience

- 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.
- Experience supervising others, providing staff coaching, and holding them accountable for meeting targets.
- Experience with leading engaging presentations and group training sessions.
- Familiarity with career readiness resources such as those publicly available through DOL, City and County, EDD and others, including job sites

Certificates & Licenses

- **None required**

Other Requirements

- Must have reliable transportation for offsite outreach efforts and meetings.

PHYSICAL DEMANDS

Physical Demands

Stand	O	Lift/Carry 10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	F	21-50 lbs	N
Handling / Fingering	F	51-100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O	Push/Pull	
Climb	N	12 lbs or less	O
Crawl	N	13-25 lbs	O
Squat or Kneel	N	26-40 lbs	N
Bend	O	41-100 lbs	N

N (Not Applicable)

Activity is not applicable to this position.

O (Occasionally)

Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently)

Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly)

Position requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIRONMENT

- Work is completed largely in a shared indoor office environment, occasional outdoor community level outreach
- Work environment may at times be noisy and fast-paced; candidate must be able to maintain focus and productivity despite distractions
- The ability to interact with staff (at all levels) in a high-paced environment, sometimes under pressure, in a setting that values urgency, organization, and consistent follow-through.
- 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.

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 committed to a diverse and inclusive workforce. MEND fosters a culture that honors different perspectives, opinions, and backgrounds. All employees must provide documentation demonstrating right to work in the U.S. at the time of hire.

TIME COMMITMENT: Tuesday-Friday 8:00-5:00pm schedule (70 hours per pay period; or 9/70 per pay period) based on program needs. May include some evening and local travel; Schedule includes every 1st, 3rd and 5th Saturday from 8am-2:30pm.

All employees are required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. If federal, state, or local governments have declared a public health emergency, you may be asked to comply with required health and safety procedures as a condition of employment. Employees are required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, submit an up-to-date resume and cover letter that describes how your experience meets all the requirements of the position to jobs@mendpoverty.org. Position open until filled.

Core Values

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

Culture

- Warm, welcoming environment; staff & volunteers have a passion for making the world a better place
- We value team members who are resilient, adaptable, and open to ongoing feedback as part of continuous growth
- Investment in, care and appreciation for all employees; we celebrate success together at staff meetings, annual holiday celebrations, 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
- Constructive feedback is a core part of our culture—we believe in direct, respectful communication that helps everyone improve and succeed
- We emphasize coachability, a solutions-oriented mindset, and a strong commitment to both individual and team development

Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage 50% paid 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 address personal concerns and assist with day-to-day challenges.
- 10 days of sick leave granted annually – ability to carry over up to 72 hours unused sick time.

- Vacation benefits are provided to all full- and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrual is up to 2 weeks per year, and 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).

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this position description and/or assign tasks for the employee to perform, as the Company may deem appropriate. *All positions contingent on continued funding.*