



JOB DESCRIPTION

Position Title: Participant & Volunteer Services Coordinator **FLSA Status:** Non-Exempt
Department/Program: Community Nourishment Program **Location:** Onsite – Pacoima
Wage Range: \$28-\$30 per hour **Job Status:** Regular FT
Reports To: Program Manager- Community Nourishment **Travel Required:** 10%

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:

The Participant and Volunteer Services Coordinator serves two key roles: Overseeing the registration for new participants engaging in MEND programs and overseeing the administrative onboarding of individual and group volunteers who support MEND services. The Coordinator reports directly to the Community Nourishment Program Manager for day-to-day supervision and performance management, while also receiving dotted-line direction and functional guidance from the Program Director. The Coordinator is responsible for coordinating and overseeing participant registration, participant onboarding, ensuring timely and accurate data entry, complete documentation, and a smooth registration process through effective communication and logistical planning. The Coordinator manages all aspects of onboarding for individual volunteers and groups including recruiting, orienting, training and providing support throughout their volunteer experience. The Coordinator maintains the volunteer database, developing high-quality volunteer opportunities, and supporting special events.

The ideal candidate is a proactive leader with strong problem-solving skills, adaptable communication styles, strong organization skills and de-escalation abilities. They possess strong interpersonal skills and ability to focus in a high paced environment. They are skilled at working with volunteers to support programs.

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. Oversee initial registration of MEND participants ensuring complete and accurate records are established and maintained. Works collaboratively to enroll participants into relevant programs. This includes logistical setup and leadership of intake volunteers. Ensure all

registration materials are prepared and organized (e.g. forms, wristbands, brochures) to support an efficient and consistent registration process.

2. As part of a multi-disciplinary team, coordinates and facilitates direct-to- participant distributions for MEND programs which may include activities such as set up, record keeping and reporting results.
3. Ensure program data is recorded in a timely manner; conduct monthly reviews of data for accuracy and completeness. Take corrective action as indicated.
4. Trains volunteers and paid work experience participants, supporting with registration on using the participant database to complete new participant registration, registration updates, and record incidences of service, as needed.
5. Serve as primary contact and liaison for community individual and group volunteers, assist staff in planning, scheduling, and coordinating volunteer activities and highly engage with them during scheduled activity/event to provide support and hospitality.
6. Review applications, screen, interview, assess interest/skills of and match volunteers with appropriate opportunities. Manage comprehensive orientation process for new volunteers; update and implement volunteer program policies and procedures.
7. Maintain and grow volunteer base to support MEND programs, through outreach to individuals, community-based organizations, groups, colleges/universities, and corporations as needed utilizing various recruitment techniques including speaking before these groups and entities.
8. Oversee MEND's Volunteer Management Platform, Galaxy Digital, including creating/updating volunteer profiles, monitoring program volunteer's hour approvals, and producing general reports.
9. Create robust volunteer opportunities for individuals and groups to support agency activities, including key special events to amplify MEND's mission. Evaluate and mitigate risks associated with volunteer positions.
10. Support staff to work effectively and cooperatively with volunteers in their area of focus. Work closely with staff to develop volunteer opportunity descriptions and the level of volunteer staffing needed.
11. Other duties as assigned.

POSITION QUALIFICATIONS

Key Competencies

- Proficient in maintaining accurate participant and volunteer records, logging information and maintaining data privacy standards of relevant data.
- Skilled at recruiting and engaging both individual and group volunteers to maintain a steady and reliable operational pipeline.
- Demonstrates sharp critical thinking and resourcefulness to resolve logistical bottlenecks, resource shortages and data anomalies in a fast-paced environment.
- Demonstrates personal responsibility for the quality and timeliness of work, achieving high impact results.
- Employs de-escalation techniques to calmly, respectfully and safely manage heightened emotions related to food insecurity, long wait times and product limits.

Skills and Abilities

- Excellent written and verbal communication skills, Bilingual English and Spanish required
- Attention to detail and highly proficient in data entry, must be able to type 45wpm accurately.
- Enthusiastic team builder with strong leadership skills including relationship building, event planning
- Excellent customer service and people skills, especially in working with volunteers
- Flexible, proactive, resource and efficient, with a high level of professionalism and confidentiality
- Excellent skills in office procedures, organizational skills and ability to multi-task; attention to detail, including good follow-through and ability to work independently while meeting deadlines

Education

- Bachelor's degree is preferred or an equivalent combination of skills and experience. Bachelor or Associate degree in Psychology, Sociology, Public Health, or related field preferred; or 2-3 years' experience working at a nonprofit serving disadvantaged and diverse populations in an administrative capacity.

Experience

- Leadership experience working with community social service organizations strongly preferred.
- Experience with a volunteer management platform or database management system

Certificates & Licenses

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	F	10 lbs or less	O
Walk	F	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	O	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 quiet indoor office environment, occasional outdoor community level outreach
- 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 schedule 7:30am-4:00pm (70 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 7:30am – 2:00pm

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.*