

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:** Participant and Volunteer Services Specialist**FSLA STATUS:** Non-Exempt**REPORTS TO:** Program Manager-Community Nourishment Program**LOCATION:** Onsite**WAGE:** \$24-26 per hour, 70 hours per pay period (including alternate Saturdays)**ABOUT MEND:**

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: The Participant and Volunteer Services Specialist serves two key roles: Overseeing the registration for new participants engaging in MEND programs and overseeing the administrative onboarding of individual volunteers and job trainees who support MEND services. The Specialist 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 Specialist 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 Specialist manages all aspects of onboarding for individual volunteers including recruiting, orienting, training and providing support throughout their volunteer experience. The Specialist serves as the liaison to paid work experience programs. The Specialist maintains the volunteer database, developing high-quality volunteer opportunities, and supporting special events.

ESSENTIAL 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; conducts 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 client database to complete new participant registration, registration updates, and record incidences of service, as needed.
5. Serve as primary contact and liaison for community volunteers, assist staff in planning, scheduling, and coordinating volunteer activities and 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. Oversee MEND's Volunteer Management Platform, Galaxy Digital, including creating/updating volunteer profiles, monitoring program volunteer's hour approvals, and producing general reports.
8. Create robust volunteer opportunities for individuals to support agency activities, including key special events to amplify MEND's mission. Evaluate and mitigate risks associated with volunteer positions.
9. 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.
10. Act as primary liaison for agencies referring participants for paid work experience. Conduct initial screenings in collaboration with Economic Empowerment Program Manager to assess participant eligibility and readiness. Maintain accurate and current records related to partnership and participants, including contracts, training manuals, timesheets, coaching documentation, and reports.
11. Other duties as assigned.

QUALIFICATIONS:

- 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.
- Excellent written and verbal communication skills, Bilingual English and Spanish required
- Leadership experience working with community social service organizations strongly preferred.
- 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
- Experience with a volunteer management platform or database management system
- 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
- Must have tolerance for high traffic and interruptions

TIME COMMITMENT: Full time 70 hours per pay period (32/38 hours per week based on organizational needs); will include two Saturdays a month, some evenings and local travel.

All positions are 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 cover letter and resume to jobs@mendpoverty.org. Position open until filled.

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 employer sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.