



JOB DESCRIPTION

Position Title: Program Coordinator-Pathways to Wellness
Department/Program: Pathways to Wellness
Wage Range: \$28-\$30
Reports To: Program Manager-Community Wellness

FLSA Status: Non-Exempt
Location: Onsite – Pacoima
Job Status: Regular FT
Travel Required: 15%

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:

Under the direction of the Program Manager – Community Wellness, the Program Coordinator is responsible for overseeing the day-to-day operation, service delivery and achievement of strategic goals and objectives for our Pathways to Wellness Program, which offer group activities (such as nutrition classes, exercise groups, shopping simulations) and 1:1 coaching, including the development and monitoring of individual success plans that support participants achievement of their specific wellness goals. The Program Coordinator provides individualized support to participants who are experiencing or at risk for chronic, diet-related health conditions (such as diabetes, hypertension, obesity, etc.). Services include 1:1 coaching, resource navigation, and development of individual success plans. The Program Coordinator will utilize best practices for coaching support, goal planning, and linking to resources. The Program Coordinator will monitor participant's progress on individual goals and objectives. This program does not provide medical advice or diagnosis – the objective is to be an accountability partner in achieving lifestyle changes that support the management of their conditions. The Program Coordinator will supervise the Pathways Health Education Specialist.

The ideal candidate is highly organized and community-driven provisional who is passionate about advancing health equity and supporting underserved populations. This individual is a strong relationship-builder who demonstrates leadership through initiative, accountability and advocacy.

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. Oversight of all MEND Pathways to Wellness services, ensuring high-quality services and achievement of agency and funder goals for program completion, health and wellness goals are met.
2. Supervise Pathways Specialist in the oversight of their assigned caseload and in the implementation of program activities.
3. Provides ongoing case management to an assigned caseload of participants enrolled in the Pathways to Wellness Program, providing formal and informal coaching and guidance and co-create Individual Success Plan (ISP) with participants to reach their individual wellness goals. Tracks and reports on required data points as scheduled.
4. Maintains and regularly updates Individual Success Plan (ISP) in collaboration with enrolled participants, monitoring progress and targeted biometric improvements.
5. Develops a trusting and open relationship with enrolled participants and assists with decision-making and referrals in relation to wellness and addressing key social determinants of health. Assist participants with accessing resources and services to increase stability (e.g. linkage to primary care physicians, health insurance, food banks, housing).
6. Collaborates with Pathways to Wellness team to ensure high-quality services and achievement of agency and funder goals for program completion, health and wellness goals are met. Monitors program spending and ensures expenses are in budget and are allowable.
7. Collaborates with the Pathway to Wellness and Community Nourishment Teams to develop training materials, lesson plans, prepare materials and procure food to support program activities. Present workshops on topics that empower participants to increase their nutrition and health literacy and self-advocacy. Leverages readily available public resources through LA City & County and U.S. Department of Public Health.
8. Maintains accurate, well-written/well-documented case notes, and progress reports; conducts quarterly case file reviews to ensure conformance to program expectations and participant records are complete.
8. Builds robust collaborations with other providers and community- and faith-based organizations that can support our participants wellness goals and address key Social Determinants of Health; stays aware of community resources to help meet participant needs; conduct community outreach to recruit eligible participants.
9. Participates in department meetings, case conferences to support participant goals and program outcomes.
10. Other duties as assigned.

POSITION QUALIFICATIONS

Key Competencies

Skills and Abilities

- Bilingual English/Spanish required.
- Full understanding of Social Determinants of Health and their impact on overall wellness.
- The successful candidate will be able to build strong relationships with community providers, clinics, and participants alike.
- Strong organizational and follow through skills, able to set and meet deadlines, adept at tracking data and program outcomes.
- Demonstrated ability to work effectively as a member of a 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.
- Excellent communication and organizational skills; strong written and interpersonal skills.

Education

- Community Health Worker Certification, a bachelor's degree in health, public health, psychology, education, or related field; equivalent combination of training and experience will be considered.

Experience

- 3 years' experience providing health and wellness education or services with a demonstrated understanding and track record of providing case management, health education, workshop facilitation, community outreach, and service delivery.
- Experience supervising others, providing staff coaching, and holding them accountable for meeting targets.
- Experience with leading engaging presentations and group training sessions.

Certificates & Licenses

- Community Health Worker (CHW) certification preferred
- Valid CA Driver's License and Current insurance; must have reliable transportation.

Other Requirements

- Proficient in MS Office (Word, Excel, PowerPoint, Outlook); familiarity with Efforts to Outcomes (ETO) a plus; excellent internet & research skills.
- 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.

PHYSICAL DEMANDS

Physical Demands

		Lift/Carry	
Stand	F	10 lbs or less	O
Walk	F	11-20 lbs	O
Sit	F	21-50 lbs	F
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	F
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 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: Full time 70 hours per bi-weekly pay period or 32/38 hours per week based on organizational needs; may include some evening and weekends and local travel.

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.*