

MEND | Meet Each Need with Dignity

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www.MendPoverty.Org



JOB DESCRIPTION

POSITION TITLE: Program Coordinator- Pathways to Wellness

FSLA STATUS: Non-Exempt

REPORTS TO: Program Manager – Community Wellness

SUPERVISES: Health Education Specialist- Pathways to Wellness

LOCATION: Onsite

WAGE RANGE: \$28-30

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 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.

ESSENTIAL 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 Health Education Specialist in the implementation of Pathway 2 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 Pathway to Wellness team to develop training materials, lesson plans, and presents 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. 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.

QUALIFICATIONS:

- Bachelor's degree in health, public health, psychology, education, or related field; equivalent combination of training and experience will be considered.
- 3 years' experience providing health and wellness education or services with a demonstrated understanding and track record of providing health education, workshop facilitation, community outreach, and service delivery.
- Full understanding of Social Determinants of Health and their impact on overall wellness.
- Bilingual English/Spanish required.
- 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.

- Experience supervising others, providing staff coaching, and holding them accountable for meeting targets.
- 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.
- Experience with leading engaging presentations and group training sessions.
- Valid CA Driver's License and Current insurance; must have reliable transportation.
- 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.

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 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.

All employees will be required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. Employees will be required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, please submit cover letter and resume to jobs@mendpoverty.org. Please include a cover letter that describes how your experiences meets all the requirements of the position. Applicants who do not submit a cover letter will not be considered. 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 and named the 2025, FAVORITE NONPROFIT 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

- **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

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 72 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 of up to 2 weeks per year. Accruals are 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).
- Compelling work culture and values.
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