

MEND | Meet Each Need with Dignity
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Job Description

POSITION TITLE: Program Coordinator- Care Management

PROGRAM: Pathways to Wellness

FSLA STATUS: Non-Exempt

REPORTS TO: Program Manager/LCSW

LOCATION: Onsite

WAGE: \$27-\$30 hour, 32/38 hours per week

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 lbs. of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families & the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving. MEND is an equal opportunity employer.

JOB SUMMARY:

The Program Coordinator facilitates communication and care coordination to a caseload of 50 participants experiencing chronic, diet-related health conditions (such as diabetes, hypertension, obesity, etc.) that are untreated or poorly managed as well as those who rely on the Emergency Room for non-emergency/routine medical care. The Pathways to Wellness program is grounded in the Social Determinants of Health and the Coordinator works closely with participants to identify and address social, emotional, and economic factors which may create barriers to wellness. Services include 1:1 coaching, resource navigation, and development of individual success plans. The Program Coordinator utilizes best practices for coaching support, goal planning, and linking to resources. The Program Coordinator monitors participant's progress on individual goals and objectives. Goals include the achievement of optimal health, access to services, advocacy, appropriate utilization of resources and collaboration with care providers to ensure participants needs are met in the community. 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.

ESSENTIAL FUNCTIONS:

1. Provides ongoing case management to a rolling caseload of 50 participants, interviews and evaluates referred and enrolled participants identify social, emotional and economic barriers, provides formal and informal coaching and guidance and co-creates Individual Success Plan (ISP) with participants to reach their individual wellness goals.
2. Maintains and regularly updates Individual Success Plan (ISP) in collaboration with enrolled participants, monitoring progress and targeted biometric improvements.
3. 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.
4. Assist participants with accessing community resources and services to increase stability (e.g. linkage to primary care physicians, health insurance, food banks, housing).
5. 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.

6. Conducts community outreach to recruit eligible participants.
7. Collaborates with Pathways 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.
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.
9. Works in close coordination with the relevant MEND staff to ensure program completion and goals are met while ensuring a positive experience for each participant.
10. Builds robust collaborations with other providers and community- and faith-based organizations that can support our participants wellness goals and address key Social Determinant of Health; stays aware of community resources to help meet participant needs.
11. Participates in department meetings, case conferences to support participant goals and program outcomes.
12. Other duties as assigned.

QUALIFICATIONS:

- Master of Social Work required, Registered intern desirable.
- 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.
- This position is a mandated reporter and also must have a satisfactory background check.

TIME COMMITMENT: Full-time; 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.

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 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, vision, dental, and life insurance coverage paid by employer; employee may elect to purchase a PPO plan or obtain coverage for eligible family members at their own cost.
- 10 days of sick leave granted annually (pro-rated for part-time employees); ability to carry over up to 72 hours of unused sick time.
- Option to participate in employer sponsored 403B retirement plan.
- 16 paid days off: 14 holidays, 2 personal days (birthday and work anniversary)