

MEND | Meet Each Need with Dignity
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JOB DESCRIPTION

POSITION TITLE: Program Manager-Supervising UMHP–Bilingual Spanish/English Required

PROGRAM: United Mental Health Promoters (UMHP)

FSLA STATUS: Exempt

REPORTS TO: Program Director-Mental Health Clinical Supervisor

LOCATION: Onsite

WAGE RANGE: \$70,000 - \$75,000 DOE

START DATE: February 15, 2026

END DATE: June 30, 2026, with the possibility of extension

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 supervision of the Project Director-Mental Health Clinical Supervisor, the Program Manager-Supervising United Mental Health Promoter (UMHP) will have the primary function of providing administrative oversight to and supervision to the Senior UMHP and the UMHP team. This position will support staff in day-to-day program activities and/or community and individual care activities such as promoting and raising mental health awareness, case management and navigation support, community outreach, engagement, and advocacy. The Program Manager provides administrative support to the Project Director, formulating recommendations relating to community health programs and supportive services; interpret federal, state and County policies and Procedures, establish and maintain effective working relationships with staff, community members and community partners. The Program Manager is a member of MEND's leadership team who are collectively responsible for delivering quality programs and services to advance MEND's mission.

ESSENTIAL FUNCTIONS:

1. The Program Manager provides oversight to United Mental Health Promoters Team, providing day-to-day support and guidance on delivering Preventive Mental Health Services that are culturally and linguistically relevant, and adequately and geographically accessible to the target population of older adults age 65+.

2. Supervises and coaches staff to ensure effectiveness, efficiency, compliance with grant performance and recordkeeping requirements, and conformance with MEND's Strategic Plan objectives. Facilitates weekly department meetings to plan activities, to strategize on service delivery for participants, and evaluate services.
3. In cooperation with Project Director, manages program staffing, including but not limited to recruitment, onboarding, training, professional development, performance appraisal, work planning, and disciplinary action.
4. Develops agreements to provide high-quality robust collaborative services with community partners and public agencies to meet community identified supportive service needs; promotes community engagement for program staff and participants.
5. Applies continuous quality improvement principles to the design, implementation, revision of program delivery strategies, and performance improvement plans based on evaluation results.
6. Stays abreast of industry standards, reviews external data and benchmarks to identify opportunities for improvements.
7. Ensures timely and accurate data collection, analysis of program performance; oversees development of standard operating procedures, program forms and other materials.
8. Ensures compliance with grant and funder service and budget requirements; regularly prepares and submits statistical and narrative reports on status of programs and grant outcomes.
9. Conducts periodic case file and linkage reviews to ensure complete and accurate records are being maintained and addresses any deficiencies with program staff.
10. Represents MEND at meetings, events and conferences as needed.
11. Other duties as assigned.

QUALIFICATIONS:

- Mental Health Lived Experience: Has learned from personal challenges and mentors; willing to learn from others and create and engage with others. Life experience reflecting familiarity with systemic racism, cultural practices and other experiences of the community in which they work.
- 5 years' experience leading social service program addressing poverty/mental health services for people who are low income, homeless, or at risk.
- Bachelor's degree in social work, psychology, education or related required; Master's preferred; LCSW or LMFT is a plus. Will consider an equivalent combination of education, training, and experience.
- Bilingual English/Spanish Fluency Required.
- Experiencing developing and managing project and department budgets.
- Understanding of adult learning principles.
- Understanding of available public and private supports for increasing economic self-sufficiency and employment outcomes, such as DPSS (GR, TANF, CalFresh), AJCCs, Occupational Centers, Community Colleges, EITC, Child Tax Credits, etc.
- Awareness of social determinants of health and barriers experienced by people in poverty.
- Strong interpersonal and motivational skills.
- Experience working with individuals with diverse ethnic backgrounds.

- Demonstrated ability to work effectively as a member of a team.
- Proficient in Microsoft Office and program CRMs; knowledge of ETO a plus.
- Excellent written and oral communication skills; able express concepts in a clear and compelling manner.
- Position requires some local travel; approx. 25% of the time; must have reliable transportation and valid automobile insurance.
- Satisfactory health screen and negative TB test.
- 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.

The ability to interact with staff (at all levels) in a fast-paced environment, sometimes under pressure, 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.

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 a cover letter and resume to jobs@mendpoverty.org. **Position open until filled.** Please include a cover letter that describes how your experiences meet all the requirements of the position. Applicants who do not submit a cover letter will not be considered.

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 the people we serve and each other
- **Integrity:** Doing the right thing, being honest, ethical, and transparent
- **Excellence:** Always striving to do our best by embracing learning, growth, and continuous improvement
- **Accountability:** Taking ownership of work, results, and actions, ensuring high quality services and impact.
- **Teamwork/Collaboration:** Leveraging collective strengths and working together

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 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.