

MEND | Meet Each Need with Dignity
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JOB DESCRIPTION

Position Title: Program Manager (Bilingual English/Spanish) **FLSA Status:** Exempt
Department/Program: Community Wellness **Location:** Onsite – Pacoima
Wage Range: \$72,000-76,000 **Job Status:** Regular FT
Reports To: Managing Director of Program Strategy **Travel Required:** Approx. 25%
Positions Supervised: Pathways to Wellness Coordinator, Enhanced Care Management (ECM) Leads & Specialists

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 Managing Director of Program Strategy, the Community Wellness Program Manager (CWPM) provides leadership for the delivery of Community Wellness services. These services promote community level access to health services, assist with health care navigation, and provide education and support on management of chronic diet-sensitive health conditions. The CWPM leads developing and formalizing collaborative partnerships, establishing a schedule of events, and supervising assigned staff to ensure successful implementation of program objectives and outcomes. The CWPM is a member of MEND's Leadership Team who are collectively responsible for delivering quality programs and services to advance MEND's mission.

The ideal candidate is a dynamic, mission-driven, and seasoned leader with a demonstrated track record of successful program implementation, excellent outcomes, and strong team building skills. Proficiency in managing multiple programs and services, community engagement, team member accountability, grant/contract and budget management, and passion for MEND's mission are fundamental for success.

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. The Program Manager administers assigned programs and services ensuring excellence in service delivery and achievement of all expected outcomes.
2. Ensures staff understanding of and accountability for achievement of program goals, individual key performance indicators, work plans, and timelines for implementation.

3. Hires, trains, and leads program staff fostering a positive, inclusive, and productive team culture.
4. Supervises and coaches program staff to ensure program deliverables and outcomes are achieved in compliance with grant/contract requirements and conformance with MEND's Strategic Plan objectives.
5. Serves as liaison to funders, developing strong trusting relationships and ensuring adherence with contractual requirements; prepares periodic progress reports and other mandatory documentation.
6. Ensures revenue and expense objectives are met. In coordination with the Finance and Development Departments, safeguards and stewards financial and other resources appropriately and transparently.
7. Develops high-quality, robust collaborations with community partners and public agencies to meet participant supportive service needs; promotes community engagement for program staff and participants.
8. Applies continuous quality improvement principles to the design, implementation, revision of program delivery strategies, and performance improvement plans based on evaluation results.
9. Stays abreast of industry standards, reviews external data and benchmarks to identify opportunities for improvements.
10. Ensures timely and accurate data collection, analysis of program performance; oversees development of standard operating procedures, program forms and other materials.
11. 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.
12. Assists with the development of grant proposals and participates in discussions to support ongoing operations and/or expansion.
13. Conducts periodic case file reviews of assigned programs to ensure complete and accurate records are being maintained and addresses any deficiencies with program staff.
14. Represents MEND at meetings, events and conferences as needed.
15. Other duties as assigned.

POSITION QUALIFICATIONS

Key Competencies

- Performance in this role is evaluated by the delivery of outcomes and the ability to consistently meet and exceed established program goals
- Knowledge and understanding of the dynamics of managing in a nonprofit environment
- Solution-focused and strategic mindset
- Collaborative leadership with the ability to inspire and lead a diverse team
- Track record of active accountability and delivering excellent results
- Experience working with individuals with diverse ethnic, social-economic and educational backgrounds
- Skilled at developing and maintaining organizational/cross-departmental collaborations with colleagues

Skills and Abilities

- Bi-lingual English/Spanish fluency required
- Skilled at managing multiple teams, contracts, and department budgets
- Proficient in Microsoft Office and program CRMs; knowledge of Efforts to Outcomes (ETO) a plus.
- Excellent written and oral communication skills; able express concepts to a variety of audiences (participants, staff, funders, executive management) in a clear and compelling manner.
- Awareness of social determinants of health and barriers experienced by people in poverty.
- Deep understanding of available public and private supports to address wellness and other social needs.

Education

- Bachelor's degree in social work, psychology, health sciences, nutrition or related required; Master's degree preferred
- An equivalent combination of education, training, and experience will be considered
- HIPAA Privacy training preferred

Experience

- 5 years' experience managing social service programs addressing poverty and self-sufficiency for people with complex health needs, who are low income, homeless, or at risk
- At least 3 years successfully managing nonprofit program staff, outcomes, and budgets
- Volunteer management experience preferred

Certificates & Licenses

- Community health worker supervisor certification preferred
- Licensed health provider, LCSW or LMFT is a plus

Other Requirements

- 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 must have a satisfactory background check.

PHYSICAL DEMANDS

Physical Demands

Stand	O	Lift/Carry 10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	F	21-50 lbs	N
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	O
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.

TIME COMMITMENT: Full time exempt employees work at least 70 hours per pay period; 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.*