

MEND | Meet Each Need with Dignity

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www.MendPoverty.Org



JOB DESCRIPTION

POSITION TITLE: Economic Empowerment Program Manager
FLSA STATUS: Exempt
REPORTS TO: Program Director
LOCATION: Onsite
SUPERVISES: Gateways Employment Services Coordinator, Welcome Center Associate, Connections Service Navigator, assigned Community Outreach Lead(s)
WAGE RANGE: \$74,000-76,000 DOE

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 Director, the Program Manager provides leadership for the development, management, and delivery of assigned core and intensive services under the Here We Thrive program. These services support the improved self-determination of low-income individuals and families served. These services promote community level access to employment services, employment placement, career advancement, job and resource fairs, resource coordination and other community facing services. The Program Manager will support the development and formalizing collaborative partnerships, establishing a schedule of events and supervising staff to ensure successful implementation of program objectives. 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 and supervision to MEND's Economic Empowerment and related services, (Gateways Employment Services, Connections Resource Navigation, and Welcome Center) ensuring a smooth, seamless and safe experience for participants and guests. Serves as liaison to contracted security

services, facilitating communication and collaboration between security personnel and other stakeholders within the organization.

2. Supervises and coaches program staff to ensure effectiveness, efficiency, compliance with grant requirements and conformance with MEND's Strategic Plan objectives.
3. Develops high-quality robust collaborations with community partners and public agencies to meet participant supportive service needs, as well as with local employers who can hire program participants; promotes community engagement for program staff and participants.
4. Applies continuous quality improvement principles to the design, implementation, and updates of program delivery strategies, and performance improvement plans based on evaluation results. Ensures the successful achievement of all program goals and outcomes.
5. Stays abreast of industry standards, reviews external data and benchmarks to identify opportunities for improvements.
6. Ensures timely and accurate data collection, analysis of program performance; oversees development of standard operating procedures, program forms and other materials.
7. 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.
8. Assists with the development of grant proposals and participates in discussions to support ongoing operations and/or expansion.
9. Conducts periodic case file reviews of assigned programs to ensure complete and accurate records are being maintained and addresses any deficiencies with program staff.
10. Coordinate and lead case conferencing sessions to facilitate collaboration and information sharing among cross-functional team members, ensuring comprehensive and coordinated care plans for participants as needed.
11. Represents MEND at meetings, events and conferences as needed.
12. Other duties as assigned.

QUALIFICATIONS:

- 5 years' experience leading social service program addressing poverty and economic self-sufficiency for people who are low income, homeless or at risk.
- Bachelor's degree in social work, psychology, education or related required; Master's preferred; Will consider an equivalent combination of education, training, and experience.
- Bilingual English/Spanish Fluency.
- Strong experience in implementing and managing employment programs, including developing strategies that increase job placement, improved participant retention and enhanced employer engagement.
- Experiencing developing and managing project and department budgets.
- Understanding of adult learning principles.
- Familiarity with career development and occupational and career assessments, including those offered at no cost through DOL and other sources.

- 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; knowledge of ETO a plus.
- Excellent written and oral communication skills; able to 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.
- 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.

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. Position open until filled. 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.

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.