

MEND | Meet Each Need with Dignity

10641 N San Fernando Road

Pacoima, CA 91331

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www.MendPoverty.Org



JOB DESCRIPTION

POSITION TITLE: Program Manager

FSLA STATUS: Exempt

REPORTS TO: Program Director

WAGE: \$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 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.

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 that support the improved self-sufficiency of low-income individuals and families served. The Program Manager is a member of MEND's leadership team who are collectively responsible deliver quality programs and services to advance MEND's mission.

ESSENTIAL FUNCTIONS:

1. The Program Manager provides oversight and supervision to MEND's Welcome Center, Connections Service Navigator, Parking Attendant, Gateways Employment Services, and Community Engagement Events including job fairs, resource fairs, and other community facing services. Serves as liaison to contracted security services to ensure a smooth, seamless and safe experience for participants and MEND guests.
2. Supervises and coaches program staff to ensure effectiveness, efficiency, compliance with grant 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. 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, revision of program delivery strategies, and performance improvement plans based on evaluation results.

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. Represents MEND at meetings, events and conferences as needed.
11. 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.
- 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 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 by January 17, 2025. 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, 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 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 at a rate of 2 weeks per year. Accruals are based on hours worked.
- Option to participate in employer sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.