

**MEND | Meet Each Need with Dignity**

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**www.MendPoverty.Org**



**JOB DESCRIPTION**

**POSITION TITLE:** Program Manager/LCSW

**PROGRAM:** Pathways to Wellness

**FSLA STATUS:** Exempt

**REPORTS TO:** Program Director

**SUPERVISES:** Pathways to Wellness Coordinators (2), Wellness Education Specialist

**LOCATION:** Onsite

**WAGE:** \$95,000

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:**

Under the direct supervision of the Program Director, the Program Manager provides leadership, management, and coordination to MEND's Pathway to Wellness Program, and serves as primary liaison to Providence Hospital to address the needs of patients who use the Emergency Department for non-emergency/routine care. The Program Manager oversees day-to-day operation, service delivery and achievement of strategic goals and objectives. This program is grounded in the Social Determinants of Health and team members work closely with participants to identify and address social, emotional, and economic factors which may create barriers to wellness. This program offers group activities such as nutrition classes, cooking demonstrations, and exercise groups, as well as 1:1 coaching, including the development, and monitoring of individual success plans that support participants' achievement of their specific wellness goals. Responsibilities include managing staff and community partnerships, development and management of budgets, liaison to project funders, providing 1:1 coaching support to participants, tracking data and reporting program outcomes. 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. The Program Manager provides oversight to MEND's Pathways to Wellness, supervising and coaching program staff to ensure effectiveness, efficiency, compliance with grant requirements and conformance with MEND's Strategic Plan objectives.
2. Works closely with Providence Hospital staff to enroll and serve participants who over-rely on the Emergency Department for non-emergency/routine care to improve their access to care, management of chronic conditions, and improving overall wellness.

3. Develops high-quality robust collaborations with community partners and public agencies to meet participant supportive service needs, as well as with local health center/providers who can enroll program participants; promotes community engagement for program staff and participants.
4. Provides ongoing case management to a rolling caseload of 5-10 participants enrolled in Pathways to Wellness and coverage during staff absences, providing formal and informal coaching, guidance, and co-create Individual Success Plan (ISP) with participants to reach their individual wellness goals.
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 and development of improvement plans; 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. Assists with the development of grant proposals and participates in discussions to support ongoing operations and/or expansion.
10. Conducts periodic case file reviews of all assigned programs to ensure complete and accurate records are being maintained and addresses any deficiencies with program staff.
11. Facilitates weekly department meetings and case conferences to plan activities, strategize service delivery for participants, and evaluate services.
12. Serves as primary liaison to funders for program activities, completes reporting of assigned initiatives and projects.
13. Represents MEND at meetings, events and conferences as needed.
14. Other duties as assigned.

**QUALIFICATIONS:**

- Licensed Clinical Social Worker (LCSW) 2 years post licensure desirable, Licensed Nurse, or other licensed medical professional (must be current with the state of California)
- 5 years' experience leading social service program addressing poverty and economic self-sufficiency for people who are low income, homeless or at risk.
- 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; 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.

**To apply**, please submit cover letter and resume to [jobs@mendpoverty.org](mailto: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)