

MEND | Meet Each Need with Dignity

10641 N San Fernando Road

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www.MendPoverty.Org



Job Description

POSITION TITLE: Program Specialist- Gateways: Employment Services

FSLA STATUS: Non-Exempt

REPORTS TO: Program Coordinator- Gateways: Employment Services

LOCATION: Onsite

WAGE: \$24-26 per hour, 32/38 hours per week DOE

ABOUT MEND:

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 direct supervision of the Program Coordinator, the Program Specialist provides 1:1 coaching support and guidance to participants as they identify vocational goals, search for job opportunities, build job search skills, obtain, and retain employment. The Specialist will also provide guidance to Transitional Work Experience (T-WEX) participants. In addition to coaching, the Specialist will facilitate work skills assessments, self-assisted and self-directed job search opportunities, employment readiness workshops and job clubs.

ESSENTIAL FUNCTIONS:

1. Provides ongoing case management to an assigned caseload of participants and formal and informal guidance to participants enrolled in Gateways Employment program including T-WEX participants to build essential employability skills.
2. Maintains and regularly updates Individual Success Plan (ISP) in collaboration with enrolled participants, outlining employment related goals and monitoring progress toward employment.
3. Develops a trusting and open relationship with participants and assists with decision-making and referrals in relation to employment.
4. Assists participants to connect with and navigate resources through other CBOs and public social services to address non-work related needs that create barriers to successful employment.
5. Delivers and facilitates workshops to groups and in 1:1 coaching to individuals on job seeking skills and techniques, motivation, resume preparation, application completion, internet use for job search, social capital development, and job retention.

6. Provides participants with work skills assessments that will enhance their ability to find appropriate employment.
7. Utilizes labor market information to assist the participant in making appropriate career and occupational decisions.
8. Works with local employers and participants in developing and identifying appropriate jobs and helping participants gain and retain meaningful employment.
9. Achieves agency- and/or funder-identified program goals.
10. Conducts timely follow-up with all participants on caseload, including self directed participants, to support their successful completion of identified goals and to ensure ongoing job retention for those placed into employment.
11. Other duties as assigned.

QUALIFICATIONS:

- AA degree is required. Bachelor's degree in sociology, human services, psychology, or related field is preferred; equivalent combination of training and experience will be considered.
- 2 to 3 years' experience in case management with a focus on employment and job training.
- Bi-lingual English/Spanish required.
- Excellent communication, time management, and organizational skills; strong written and interpersonal skills.
- Strong organizational and follow through skills, able to set and meet deadlines, adept at tracking data and program outcomes.
- Valid CA Driver's License and Current insurance; must have reliable transportation
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook); familiarity with Efforts to Outcomes (ETO) a plus; excellent internet and research skills
- The successful candidate will be able to manage multiple assignments simultaneously, build strong relationships, and be able to set and meet deadlines.
- Demonstrated ability to work effectively as a member of an interdisciplinary team and work with people from a variety of backgrounds while maintaining confidentiality.
- Ability to express awareness of and sensitivity to culturally and economically diverse clients
- Must be able to remain in a stationary position 60-70 % of the time.
- May move, transport, boxes or program material weighing up to 25 lbs. across the office for various needs.

TIME COMMITMENT: Full time. Local travel required at least 25% of the time.

All positions contingent on continued funding.

All County-funded workforce members 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 by May 24th, 2024.

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, 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 and dental insurance costs
- Option to participate in employer sponsored 403B retirement plan
- 4-day work week (Tuesday-Friday) with occasional Saturdays
- 16 paid days off: 14 holidays, 2 personal days (birthday and work anniversary)