



JOB DESCRIPTION

Position Title: Program Specialist -Pathways to Wellness
Department/Program: Pathways to Wellness
Wage Range: \$25-\$27
Reports To: Program Coordinator-Pathways to Wellness

FLSA Status: Non-Exempt
Location: Onsite – Pacoima
Job Status: Regular
Travel Required: Up to 20%

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 direct supervision of the Pathways to Wellness Program Coordinator, the Program Specialist provides individualized support and guidance to participants who are experiencing or at risk for chronic, diet-sensitive health conditions (such as diabetes, hypertension, obesity, high cholesterol). Services include 1:1 coaching, resource navigation, and development of individual success plans. The Program Specialist utilizes best practices for coaching support, goal planning, and linking to resources. The Program Specialist monitors participant progress on individual goals and measurable improvement in key health indicators; and assists in leading group wellness activities, such as nutrition classes, exercise groups, shopping and cooking demonstrations. 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.

The ideal candidate is a compassionate, resourceful, and community-focused professional who is passionate about improving health outcomes and reducing barriers to care. They excel at building trusting relationships with individuals from diverse backgrounds and communicate health information in a culturally responsive, respectful, and accessible manner. The successful candidate demonstrates strong interpersonal and communication skills, fostering meaningful connections that support engagement, education, and positive health outcomes.

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 essential functions.

1. Provides ongoing case management to an assigned caseload, offering individualized coaching, guidance, and support to participants enrolled in the Pathways to Wellness Program. Collaborate with participants to identify needs, overcome barriers, and achieve their personalized health and wellness goals.

2. Monitors and documents participant progress toward individualized wellness goals, including improvements in targeted biometric measures, and adjusts support strategies as needed to promote successful outcomes.
3. Provides health education and promotes healthy behaviors through individualized support and by leading or coordinating structured group activities (such as workshops, classes, physical activities and demonstrations) focused on building health and nutrition literacy as well as self-advocacy skills, leading to greater empowerment in the self-management of their diet-related, chronic health conditions.
4. Maintains current knowledge of available community resources, public assistance programs, and health initiatives; connects participants to health, social and community-based resources as needed.
5. Collaborates with Culinary Supervisor ensure that the Little Health Market is stocked with healthy food options to support program activities and serve as a resource to enrolled participants.
6. Assists with the coordination of Community Wellness Fairs by developing community partnerships, conducting event outreach and supporting event planning, logistics and implementation.
7. Participates in community outreach activities, both onsite and offsite, to promote health and wellness, and provide information on resources available in efforts to build awareness of the program and its impact and recruit program participants.
8. Prepares and maintains detailed case documentation, ensuring all participant encounters, interventions, referrals, and follow-up activities are recorded within required timeframes and in compliance with documentation standards.
9. Collects and reports program data, outcomes, and participant feedback to support quality improvement and grant reporting
10. Achieves agency- and/or funder-identified program and strategic plan goals.
11. Conduct timely participant follow-up, based on participant need, and MEND policy, after program completion to support sustained success, reinforce healthy behaviors, assess ongoing needs, and promote the long-term maintenance of positive outcomes.
12. Other duties as assigned.

POSITION QUALIFICATIONS

Key Competencies

- Familiar with Social Determinants of Health and how they affect overall wellness.
- Demonstrated ability to work effectively as a member of a 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
- Self-motivated and proactive in identifying, prioritizing and completing work to achieve key performance indicators

Skills and Abilities

- Bilingual Spanish/English required.
- Excellent communication 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.
- Proficient in MS Office (Word, Excel, PowerPoint, Outlook); familiarity with ETO a plus; excellent internet & research skills.

Education

- Community Health Worker Certification, a bachelor's degree in health, public health, psychology, education, or related field; equivalent combination of training and experience will be considered.

Experience

- 1 year experience providing health and wellness education or services with a demonstrated understanding and track record of providing health education, workshop facilitation, community outreach and service delivery.
- 1 year Case Management experience preferred

Certificates & Licenses

- Community Health Worker (CHW) certification preferred

Other Requirements

- Valid CA Driver's License and Current insurance; must have reliable transportation
- 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.

PHYSICAL DEMANDS

Physical Demands

		Lift/Carry	
Stand	F	10 lbs or less	O
Walk	F	11-20 lbs	O
Sit	F	21-50 lbs	O
Handling / Fingering	F	51-100 lbs	N
Reach Outward	F	Over 100 lbs	N
Reach Above Shoulder	F	Push/Pull	
Climb	N	12 lbs or less	O
Crawl	N	13-25 lbs	O
Squat or Kneel	O	26-40 lbs	N
Bend	F	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

- This position is performed in a combination of office, community, and group settings.
- 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. All employees must provide documentation demonstrating right to work in the U.S. at the time of hire.

TIME COMMITMENT: Full time 70 hours per pay period (9/70 per pay period or 32/38 hours per week) based on organizational needs; Tues-Friday 8am-5pm, and 1st and 3rd Saturday 8am-2:30 pm. May include some evening and weekends. Local travel is required at least 20% of the time.

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.*