

## **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 Specialist- Pathways to Wellness

**FSLA STATUS:** Non-exempt

**REPORTS TO:** Program Coordinator- Pathways to Wellness

**WAGE:** \$26/hour, 35 hours per week

#### **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 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:**

The Program Specialist- Pathways to Wellness provides 1:1 coaching support and guidance to participants enrolled in Pathways to Wellness who are experiencing or at risk for chronic, diet-related health conditions (such as diabetes, hypertension, obesity, etc). Program Specialist will monitor participant's progress on individual goals and objectives, and will assist 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.

#### **ESSENTIAL FUNCTIONS:**

1. Provides ongoing case management to a rolling caseload of 25-30 participants providing and formal and informal coaching and guidance to participants enrolled in the Pathways to Wellness Program to reach their individual wellness goals.
2. Maintains and regularly updates Individual Success Plan (ISP) in collaboration with enrolled participants, monitoring progress and targeted biometric improvements.
3. Develops a trusting and open relationship with enrolled participants and assists with decision-making and referrals in relation to wellness and addressing key social determinants of health.
4. Through individual support and delivery group activities (such as workshops, classes, and demonstrations), builds participants' health and nutrition literacy and self-advocacy skills leading to greater empowerment in the self-management of their diet-related, chronic health conditions.
5. Collaborates with Program Manager- Community Nourishment Programs (CNP) to ensure that the Little Health Market and Buen Provecho are stocked with healthy food options.
6. Actively engages internal and external outreach as assigned, providing information and resources, recruiting program participants, and building awareness of the program and its benefits.

7. Maintains detailed case records in our internal database completing all documentation and recording participant's progress toward goals in an accurate and timely manner.
8. Achieves agency- and/or funder-identified program goals.
9. Conducts timely follow-up with all participants on caseload to support their successful completion of identified goals and to ensure ongoing maintenance of results.
10. Other duties as assigned.

**QUALIFICATIONS:**

- Bachelor's degree in health, public health, psychology, education, or related field; equivalent combination of training and experience will be considered.
- 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.
- Familiar with Social Determinants of Health and how they affect overall wellness.
- 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.
- Valid CA Driver's License and Current insurance; must have reliable transportation
- Proficient in MS Office (Word, Excel, PowerPoint, Outlook); familiarity with ETO a plus; excellent internet & research skills.
- 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
- 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. Must be flexible to work evening hours and occasional weekend events. Position requires local travel approximately 20% of the time.

*All positions contingent on continued funding.*

The ability to interact with staff (at all levels) in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism and confidentiality is crucial to this role. Expert level 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. All positions contingent on continued funding.*