**MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

Pacoima, CA 91331

**Phone** | 818.896.0246

**www.MendPoverty.Org**

JOB DESCRIPTION

**POSITION TITLE**: Connections Service Navigator

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Program Manager

**LOCATION**: Onsite

**WAGE:**  $25/hour, 70 hours per 2-week pay period

**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**:

MEND is seeking a Service Navigator for our Connections: Resource Coordination service. Under the direct supervision of the Program Manager, the Service Navigator, provides internal and external referrals, provides light case management, ensures quality service delivery, facilitates culturally and linguistically appropriate connections to wrap-around services that effectively link individuals and families to resources that address program participants needs.

**ESSENTIAL FUNCTIONS:**

1. Provides formal and informal guidance to participants to access community resources within MEND and with other CBOs/FBOs and public/private entities.
2. Connects individuals and families to resources including but not limited to healthcare, utility assistance, employment/unemployment benefits, CalFresh, housing, legal assistance, childcare, support groups, mental health care, WIC and other food resources, etc.
3. Provides light case management services making a minimum of 90 connections/linkages per month and conducts follow-up to ensure the linkages addressed the identified need. Ensures documentation and data entry are complete, timely, and accurate.
4. Researches and maintains knowledge of eligibility for and services provided by local social service providers, government assistance, and healthcare programs.
5. Provides regular communication about available community resources to MEND staff and program participants to support navigation of additional services and referrals.
6. Works as a part of a multi-disciplinary team in cooperation with other MEND staff to support participant goal planning and achievement.
7. Connects and builds relationships with community members and community agencies through regular community convening to meet referral goals, enhance referral partnerships and promote quality service delivery.
8. Supports the coordination of activities (such as job and resource fairs, information sessions, etc.
9. Other duties as assigned.

**QUALIFICATIONS:**

* Bachelor’s degree in social work, Human Development, Psychology, Sociology, or related field is required.
* Bi-Lingual English/Spanish fluency required
* 2 years of demonstrated experience with providing 1:1 services and conducting community outreach and relationship development.
* Knowledge of community resources; excellent internet and research skills.
* Experience with documentation and data management including but not limited to assessments, case notes, follow up and referrals to community organizations.
* Proven experience in facilitating and developing group presentations and material.
* Experience working with individuals with diverse ethnic and socioeconomic backgrounds.
* Strong interpersonal skills with the ability to be compassionate and firm and always maintain confidentiality.
* Strong organizational and follow through skills; adept at tracking data and program outcomes.
* Demonstrated ability to work effectively as a member of a team.
* The successful candidate will be able to manage multiple assignments simultaneously, build strong relationships, and be able to set and meet deadlines
* Excellent communication and organizational skills; strong written and interpersonal skills
* Proficient in Microsoft Office (Word, Excel, Access, PowerPoint); and Efforts to Outcomes (ETO) a plus
* 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.
* Valid CA Driver’s License and Current insurance; Must have reliable transportation
* Must be willing to work a flexible schedule to accommodate agency events and activities

**TIME COMMITMENT**: Full time position 70 hours per 2-week pay period. (9/70 per pay period or 32/38 hours per week based on organizational needs; may include some evening and weekends and local travel. Local travel approximately 25% of the time.

*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 a cover letter and resume to jobs@mendpoverty.org by October 31, 2023.

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 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.
* Option to participate in employer sponsored 403B retirement plan.
* 13 paid days off: 11 holidays, 2 personal days (birthday and work anniversary)