

## **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:** Services Coordinator

**FSLA STATUS:** Non - Exempt

**REPORTS TO:** Program Manager

**LOCATION:** Onsite

**WAGE RANGE:** \$28-\$30/ hour, 32/38 hours (weekly Tuesday-Friday, includes two Saturdays a month)

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 Manager, the Services Coordinator (SC) is responsible for providing high quality service to MEND participants. The SC is responsible for coordinating the registration of all MEND participants, facilitating participant orientations, and coordinating direct-to-participant distributions. The SC is additionally tasked with ensuring that all data recorded is entered accurately and reported in a timely manner. The SC is responsible for supervising the Welcome Center Supervisor and Connections Service Navigator, and provides oversight of security services.

### **ESSENTIAL FUNCTIONS:**

1. Oversees initial registration of MEND participants ensuring complete and accurate records are established and maintained. Conducts virtual and face-to-face new participant orientations in Spanish and English that provide an overview of available services from MEND and onsite partners, eligibility criteria and process for intake and enrollment, as needed. Works collaboratively to enroll participants into relevant programs.
2. Provides supervision, oversight, and guidance to Welcome Center Supervisor, Connections Service Navigator and serves as liaison to contracted security services, to ensure a smooth, seamless, and safe experience for participants and MEND guests in alignment with MEND's mission and organizational goals. Serves as first point of contact to address participant grievances.
3. Supervises Connections Service Navigator, ensuring registered and referred

participants receive support in accessing all external MEND resources including but not limited to healthcare, CalFresh, WIC and other food resources, housing, childcare, support groups and other mental health services from community-based organizations.

4. Ensures program level data is recorded in a timely manner; conducts monthly reviews of data for accuracy and completeness. Takes corrective action as indicated.
5. As a part of a multi-disciplinary team, coordinates and facilitates direct-to-participant distributions for Community Nourishment Program and Here We Thrive which may include activities such as setup, facilitating participation of other service providers, procurement of supplies, record keeping, and reporting results.
6. Onboards, trains, and maintains time and activity records for assigned volunteers, and/or transitional work experience participants who will support activities such as registration, data entry, reception duties, and answering general telephone inquiries.
7. Maintains and updates inventory logs on Excel of all incoming donated and purchased items and outgoing items distributed. Completes annual year-end inventory.
8. Trains direct reports, volunteers and T-WEX participants on using the ETO Database to register new participants and update demographic information as needed.
9. Represent MEND at community meetings and events, present information about MEND services to new partners and participants as needed.
10. Other duties as assigned.

#### **QUALIFICATIONS:**

- Bachelor or Associate degree in Psychology, Sociology, Public Health, or related field preferred; or 2-3 years' experience working at a nonprofit serving disadvantaged and diverse populations in an administrative capacity.
- Leadership experience working with community social service organizations strongly preferred.
- Bilingual English/Spanish Fluency Required
- Attention to detail and highly proficient in data entry, must be able to type 45wpm accurately.
- Strong interpersonal skills with the ability to be compassionate and firm and always maintain confidentiality.
- Excellent customer service, and conflict resolution skills with the ability to de-escalate crisis situations.
- Time Management/ability to multitask.
- Excellent internet and research skills.
- Excellent communication and organizational skills; strong written and interpersonal skills.
- Proven experience in facilitating and developing group presentations and material.
- Experience with documentation, data management including but not limited to assessments, case notes, follow up and referrals to community organizations.
- The successful candidate will be able to manage multiple assignments simultaneously, build strong relationships, and be able to set and meet deadlines.

- 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.
- Experience working with individuals with diverse ethnic backgrounds.
- Demonstrated ability to work effectively as a member of a team.
- Proficient in Microsoft Office (Word, Excel, Access, PowerPoint)

**TIME COMMITMENT:** Full time, 70 hours per 2-week pay period, including two Saturdays a month; may include some evenings and local travel. All positions contingent on continued funding.

To apply, please submit cover letter and resume to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org) by April 15, 2024.

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.

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 and 2023 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.
- 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).