# Employment Resource Navigator

**Team: HEARD - Culinary Employment Pathways Program**
**Reports To: Small Business Resilience Manager II**
**Job Type:** Full Time
**Salary:** $70,000 - $74,000
**Overtime Eligible:** exempt
**Last Updated:** 8/19/2026

---

## Job Summary

The Employment Resource Navigator plays a critical role in supporting Mandela Partners' Culinary Employment Pathways program by helping participants access the tools, relationships, and resources they need to thrive in the workforce and beyond.

The Employment Resource Navigator will serve as the first and most consistent point of connection for participants throughout the program, from application and onboarding to job search and post-internship coaching. This position will lead participant recruitment, build and manage a referral system of community-based service providers, and offer ongoing 1:1 support to help participants navigate personal and professional goals.

Success in this role looks like: strong partnerships with trusted service providers, clear and reliable systems for follow-up and engagement, and deep relationships with participants that affirm their dignity, value, and potential.

At Mandela Partners, we are a small, mission-driven team that believes in the leadership of our communities. If you care deeply about supporting others, enjoy problem-solving, and want to be part of a joyful and justice-centered workplace, we'd love to meet you.

This job is fulltime and is expected to be a maximum of 40 hours per week. This job is classified as exempt, and therefore is not eligible for overtime.

---

## Key Responsibilities

### Participant Engagement & Case Management (35%)

- Serve as the main point of contact for Culinary Employment Pathways participants, building relationships rooted in trust, care, and accountability.
- Offer individualized coaching and case management throughout the 13-week program and into the post-internship period, helping participants identify and achieve employment and personal development goals.
- Support participants with tools for navigating challenges related to trauma, reentry, conflict resolution, time management, and workplace communication.
- Facilitate and support job readiness curriculum and soft skills workshops alongside the Culinary Education Coordinator and Small Business Resilience Manager.

### Referral Network & Resource Navigation (25%)

- Build and maintain a network of aligned referral partners to support participant access to wraparound services (e.g., housing, healthcare, mental health, legal aid).
- Develop easy-to-use processes and guides that help both participants and staff understand available resources and eligibility criteria.
- Coordinate warm hand-offs to partners and track follow-up to ensure participants can access needed support.

### Program Recruitment & Onboarding (20%)

- Lead the full recruitment and application process for each cohort, including marketing, partner outreach, screening, contributing to final decision making, and applicant communication.
- Host orientation sessions, participate in outreach events, and lead participant onboarding processes.
- Monitor and evaluate the application process to ensure participants accepted meet the program criteria
- Maintain and grow relationships with local referral partners, reentry organizations, and community-based programs to ensure a strong applicant pipeline.

### Data Management & Reporting (15%)

- Track and report employment outcomes in Salesforce and CalJOBS, support provided, and referral impact for grant compliance and internal learning.
- Collaborate with program staff to analyze data, surface insights, and support continuous program improvement.

### Team Collaboration & Culture (5%)

- Participate in team planning, co-facilitation, reflection spaces, and internal meetings.
- Support with developing team routines and practices that foster belonging, healing, and joy.
- Contribute to cross-team initiatives, community events, and collaborative projects as needed.

### Additional Responsibilities

- Perform other duties as assigned in support of departmental and organizational goals.

---

## To Be Successful in this Role, You Have:

### Minimum Qualifications

- 3+ years of experience in case management, workforce development, or direct social services.
- Familiarity with the reentry population or experience working with individuals facing systemic barriers to employment.
- Strong interpersonal skills and a deep commitment to trauma-informed, culturally-responsive, and participant-centered approaches.
- Technology-proficient and detail-oriented; experience using Salesforce, CalJOBS, or similar platforms a plus.
- Demonstrated commitment to the mission and values of Mandela Partners
- Enthusiasm for and comfort with working with people of diverse backgrounds
- Openness to giving and receiving feedback, with a learning orientation and growth mentality
- Comfort with navigating disagreement or conflict with care and diplomacy
- Excellent written and verbal communication skills, plus comfort and fluency in virtual and in-person group facilitation
- Effective time management and organizational skills, including consistently tracking, communicating information clearly, and completing priorities on time; collaborates with supervisor to prioritize tasks and troubleshoot challenges.
- A collaborative team-orientation, while retaining the ability to take initiative and work independently
- Excellent judgment and the ability to proactively ask for guidance and support when needed
- Flexibility to work occasional evenings and special weekend events

### Preferred Qualifications

- History of working in restaurants, food businesses, or in an adjacent industry
- Experience navigating and building cross-sector partnerships and resource systems, experience with Alameda County resources is a plus

### Additional Requirements

- This job requires on-site presence in our commercial kitchen during active cohorts.
- You must be able to lift and carry 25+ lbs with or without accommodation.

---

## Benefits

The Mandela Partners benefits package includes seven days of paid vacation with progressive increases in year two and year three, office closures during the week between Christmas Eve and New Year's Day and the week of Juneteenth, 10 paid holidays, 12 sick days, and health/dental/vision benefits. Employees are immediately eligible for 403(b) retirement plan enrollment.

Mandela Partners also provides unique benefits that support work-life balance and professional growth. Our offices close for a week in June in observance of Juneteenth and at the end of the year.

All staff receive a 50% discount on weekly produce boxes.

---

## About Us

Mandela Partners is a non-profit organization based in Oakland, CA that works in partnership with local residents, family farmers, and community-based businesses to improve health, create wealth, and build assets through local food enterprises in limited-resource communities.

Mandela Partners is an equal opportunity employer and makes employment decisions on the basis of merit and job performance. Mandela Partners policy prohibits discrimination based on sex (including gender, gender identity, gender expression, transgender, pregnancy and breastfeeding), race (including traits historically associated with race, including, but not limited to, hair texture and protective hairstyles), color, national origin, ancestry, religious creed (including religious dress and grooming), sexual orientation (including heterosexuality, homosexuality and bisexuality), age (40 and over), marital status, military or veteran status, genetic characteristic or genetic information, physical or mental disability, medical condition, reproductive health decision making, or any other characteristic protected by federal, state or local laws.

## Steps to Apply

Email your resume [and cover letter] to jobs@mandelapartners.org with the position title in the subject line.

If you would like to request an accommodation in the application process, please email jobs@mandelapartners.org.