Job Title:	Compass Helpline Manager
Position Type:	Full time
Compensation:	$65,000 - $82,000

Location: Woburn, Massachusetts; Hybrid
Organization: NAMI Massachusetts

Organization Description: The National Alliance on Mental Illness of Massachusetts (NAMI Mass) is a statewide, nonprofit grassroots education, support, and advocacy organization dedicated to improving the lives of those affected by mental health conditions. Founded in 1982, our mission is to seek to improve the quality of life for people living with mental health conditions, their families, and their caregivers. We work to ensure that all people impacted by a mental health condition receive the support they need when they need it. We use our voices as people and families with lived experience to challenge discrimination and advocate for a more equitable and just world.

Position Summary: Compass is the Helpline at NAMI Massachusetts. The Compass Helpline Manager oversees the daily operations, strategic development, and continuous improvement of the Compass Helpline, ensuring the delivery of high-quality, compassionate, and accessible information, resources, and support to individuals and families navigating the mental health care system in Massachusetts. This position is responsible for supervising, training, and supporting Helpline staff and affiliate Helpline volunteers. The manager oversees program operations, data collection, service delivery, and maintaining resources. They also develop community partnerships, supports outreach and education efforts, and collaborates across departments and affiliates to strengthen services, expand access to resources, and advance NAMI Massachusetts' mission. The Compass Helpline Manager reports to the Deputy Director.

Job Duties and Responsibilities:

- **Helpline Program Management and Operations**
  - Oversee day-to-day operations of the Compass Helpline, ensuring effective service delivery, consistent quality standards, and alignment with organizational goals.
  - Establish, implement, and maintain Helpline policies, procedures, and service protocols.
  - Monitor Helpline operations, staffing, and service coverage to support individuals who call the Compass Helpline in a timely and effective manner.
  - Serve as the administrator for the Helpline's Salesforce database, ensuring accurate data management and documentation.
  - Track, analyze, and report on the Helpline activities, inquiries, performance, and outcomes to assess performance by creating, formatting, and maintaining data documentation.

- Support affiliates in strengthening their Helpline operations throughout Massachusetts.
- Establish clear processes for sharing information and resources from the State Office Compass Helpline and the local affiliate Helplines and vice versa.

- **Helpline Response and Support**
  - Respond to Helpline calls and emails, including complex or escalated inquiries, and provide information, referrals, and support to individuals and families navigating the mental health system.
  - Provide real-time guidance and support to staff and volunteers, demonstrating calmness, sound judgement, critical thinking, and the ability to respond effectively in challenging or time-sensitive situations.
  - Support staff and volunteers in providing responsive, accurate, compassionate, and person-centered assistance to Helpline callers.
  - Ensure Helpline interactions are accurately documented in the Compass Salesforce database.

- **Staff and Volunteer Supervision and Development**
  - Recruit, hire, train, and supervise Helpline staff and volunteers, preparing them to effectively answer calls and support those in need who call the Compass Helpline.
  - Provide ongoing supervision, coaching, feedback, and professional development to support staff performance and growth.
  - Strategically coordinate the Helpline schedule to ensure adequate coverage and staffing levels during the Compass Helpline operating hours to reduce wait times.
  - Maintain and update staff and volunteer training manual, onboarding materials, checklists, and other program resources.

- **Resource Development and Management**
  - Maintain and regularly update the Compass Helpline resource list to ensure information is accurate, relevant, and accessible.
  - Research new community resources, develop resource descriptions, and incorporate new information into the collection.
  - Develop resource materials, educational content, and webinars for external audiences.
  - Collaborate with the Communications team to maintain and improve the resource section of the NAMI Massachusetts website.

- **Community Outreach and Partnerships**
  - Develop and maintain relationships with community organizations, service providers, and other helplines to strengthen referral networks and improve access to resources.
  - Participate in outreach meetings and community events to expand knowledge of available programs and services.
  - Work our annual Walk on the Boston Common, which is held on a Saturday in May.

- **Additional Responsibilities**

- Complete other tasks assigned by the Deputy Director.

Qualifications:

- Personal or professional experience navigating the mental health system, either for oneself, a family member, or a friend.
- Practical, in-depth knowledge of the Massachusetts mental health system, including accessing mental health treatment, peer and family support, and Department of Mental Health services.
- Knowledge of related systems and resources, including housing, insurance, education, employment, the legal system among others.
- Experience working on a helpline, warmline, crisis line, information and referral service, or similar direct-service environment.
- Experience managing programs, overseeing daily operations, and ensuring consistent service delivery and quality standards.
- Experience supervising, training, coaching, and supporting staff and/or volunteers.
- Experience with program evaluation, data collection, reporting, and quality improvement.

- **Competencies**
  - Strong team player with effective collaboration skills organizational spaces
  - Committed to diversity, equity and inclusion and aware of how personal identity impacts this work
  - Ability to exercise sound judgement, remain calm under pressure, and provide real-time guidance in challenging or sensitive situations.
  - Ability to provide constructive feedback, navigate conflict, and support staff development.

- **Skills**
  - Strong organizational and time management abilities.
  - Proficiency using costumer relationship management (CRM) tools (e.g., Salesforce) to track, analyze, and report on stakeholder engagement.
  - Comfort learning, managing, and troubleshoot technology systems and platforms.

Physical Requirements:

- Ability to sit for extended periods and occasionally stand or walk.
- Manual dexterity for typing, writing, and handling office equipment.
- Visual acuity to read screens and printed materials.
- Hearing ability to participate in conversations and respond to phone calls.
- Occasional lifting or carrying of items up to 10-20 lbs. (e.g., office supplies, outreach

materials).
    - Ability to communicate clearly in person, by phone, and in writing.

- **Working Conditions**
    - Operates in a professional office setting using standard office equipment.
    - May require occasional travel to outreach events.
    - Typical schedule: Monday – Friday; 9:00 a.m. – 5:00 p.m., with occasional extended hours as needed.
    - Requires a valid driver's license for travel as part of job duties.
    - Must have reliable internet access for remote or flexible work arrangements.

To Apply:

Please send an email to careers@namimass.org with your cover letter and resume. Applications will be taken on a rolling basis.

NAMI Mass does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.