



Job Title:	Family Compass Navigator
Position Type:	part-time, non-exempt
Compensation:	\$21 - \$24 per hour

Organization Description:

NAMI Massachusetts is a statewide, grassroots organization. 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 Description:

The Compass Helpline at NAMI Massachusetts provides information, resources, ideas, and support to help people navigate the mental health system and related systems of care. Our goal is to help people problem solve in difficult circumstances and get people to the next best step. Compass is available Monday through Friday, 10 am to 6 pm.

Compass is staffed by Navigators, people with first-hand experience navigating systems. Compass Navigators respond to Helpline inquiries, help maintain the Helpline's resource collection, and support Helpline operations. This is a part-time position with occasional evening and weekend hours. Compass Navigators report to the Compass Helpline Director.

Job Responsibilities:

Respond to Compass Inquiries

- Respond to incoming calls, voicemails, scheduled calls, and emails and follow up as needed.
- Provide information, resources, and support to Helpline contacts.
- Use the Helpline database to accurately log interactions with Helpline contacts.

Help Maintain the Compass Resource Collection

- Review current resource information and update as needed.
- Research new resources, write descriptions, and add to the collection.

- Review and provide feedback on resource handouts and other materials.

Learning and Development

- Attend and participate in Helpline meetings and learning activities.
- Continue to build knowledge, skills, and expertise.

Helpline Support

- Help compile Helpline data.
- Provide support for Helpline webinars, trainings, and other activities.

Other Support

- Promote NAMI Massachusetts at meetings and events, virtually and across the state, as requested.
- Support the planning and execution of NAMI Massachusetts events

Qualifications:

Essential Knowledge and Experience

- Experience navigating the mental health system for yourself, a family member, or a friend
- Practical knowledge of the Massachusetts mental health system including accessing mental health treatment, finding peer and family support, and navigating Department of Mental Health services

Additional Helpful Experience

- At least one year of experience in information & referral services or case management or 2 years' experience in peer or family support or phone-based customer service
- Some knowledge of related systems of care and resources related to housing, insurance, education, employment, the legal system, and basic needs
- Experience with the criminal legal system
- Familiarity with NAMI Massachusetts as an organization

Technology Skills

- Proficiency in Microsoft Teams, Outlook, and Office applications and internet searching
- Proficient typing skills
- Familiarity with Salesforce or similar customer relationship application or the ability to learn

Communication and Interpersonal Skills

- Ability to work independently as well as collaboratively
- Excellent verbal and written communication skills
- Excellent listening skills, including the ability to be attentive, reflective, and empathetic
- Comfortable communicating with people by phone and email
- Ability to take notes and conduct basic research while managing a telephone conversation
- Ability to maintain confidentiality and demonstrate a nonjudgmental attitude

- Ability to help people problem solve and think of creative solutions to challenging situations
- Ability to work with people from different backgrounds and with different experiences and perspectives
- Ability to respond with patience and empathy to people dealing with difficult situations
- Ability to manage stressful situations with empathy and calmness
- Comfortable sharing personal experiences with Helpline contacts and ability to judge when that will be helpful
- Fluency in speaking, reading, writing, and listening to a second language is a plus

Key Competencies

- Able to cultivate positivity and professionalism in the workplace
- Ability to take direction and respond to supervision
- Self-reflective and able to identify your own strengths, needs, areas for growth
- High tolerance for bearing witness to other people's distress
- Awareness of personal emotional stressors and the ability to manage reactions when they happen
- Commitment to equity and belonging, and aware of how personal identity impacts the work
- Commitment to the concept of peer-to-peer support, mentoring, and learning
- Commitment to eliminating carceral responses to mental health

Working Conditions and Expectations:

- The Compass Helpline is open Monday through Friday, 10 am to 6 pm. An ideal schedule would look like a consistent 4 to 5 hours each weekday (for 20 to 25 hours a week, total), during this timeframe.
- Availability for occasional evening and weekend hours
- Hybrid work schedule with the option to work remotely up to 2 days per week, after training period and with satisfactory work performance
- Working conditions are consistent with a shared office environment, and you will be expected to operate a computer and telephone with headset for most of the workday
- A valid driver's license, good driving record, and access to a reliable vehicle are necessary
- Ability for occasional travel to community locations statewide, as needed

NAMI Massachusetts is committed to building a diverse workforce and welcomes people of all cultures, races, identities, and experiences. NAMI Massachusetts does not and shall 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.