



Job Title:	Director of Program
Position Type:	Full time, Exempt
Salary Range:	85,000- 95,000

Organization: NAMI Massachusetts

Location: Woburn, Massachusetts

Organization Description: The National Alliance on Mental Illness of Massachusetts (NAMI Mass) is a statewide nonprofit organization dedicated to improving the lives of those affected by mental health conditions. Since its founding in 1982, NAMI Mass has been committed to improving the quality of life for individuals living with mental health conditions, their families, and caregivers. Through education, support, and advocacy, we strive to create a more equitable and just world, using the voices of those with lived experience to drive our mission.

Position Summary: The Director of Programs is a member of the Senior Leadership Team (SLT) responsible for overseeing NAMI programs and ensuring the delivery of high-quality programs, rooted in the principles of diversity, equity and inclusion, that effectively serves socially diverse communities throughout Massachusetts. This position is responsible for collaborative strategy design, program development and implementation, continuous quality improvement, resource development and capacity building. This position reports to the Executive Director and provides supervision and oversight to program leaders and staff and recreates and directs the Program Leaders Team.

Job Duties and Responsibilities:

Program and Initiative Development

- Work with Executive Director, Program Leaders and staff to develop program strategy, develop and scale programs, and ensure sustainability.
- Review curriculum and recommend modifications and new curriculum development.
- Create new program initiatives and develop relevant and sustainable fee for service offerings.
- Work with Director of Development and Executive Director on fund development strategy and implementation Trademark NAMI Mass programs as appropriate.

Program Oversight and Accountability

- Supervise managers responsible for community support programs, community education and Compass Help Line, and any new NAMI Mass programs.
- Works with program staff to direct flow of work and performance of duties in the organization.
- Establish accountability systems with program staff, including annual workplans, quarterly reporting on goals and deliverables, and evaluations of strengths, challenges, and solutions.
- Work with the Communications Team to establish consistent communication, language and messaging for NAMI Mass Programs.
- Ensure metrics for each program and development of data collection systems.
- In collaboration with the Executive Director coordinate budget development, quarterly finance reviews and sustainability planning.
- Develop and lead a cohesive high functioning Program Leaders team.
- Hold weekly 1-1 supervision with all direct reports.

Oversees Training and Volunteer Program Leader Management

- Ensure thorough training of volunteer program leaders and presenters that we can scale all programs.
- Oversee Training of Trainers pipeline.
- Establish a quality assurance system to ensure consistency in operational processes for volunteer leaders, including stipends, NAMI memberships, W-9s, and contracts.
- Create and implement program leader development and support metrics.
- Work on Data Collection in collaboration with SLT.

Leadership and Advocacy

- Build and maintain strategic relationships and partnerships statewide as appropriate.
- Ensure relationship with NAMI National related to programs and training.
- Work with Deputy Director of Policy, Advocacy, and Communications and the Executive Director on policy priorities that impact programmatic goals for the organization.
- Work with Deputy Director of Policy, Advocacy, and Communications and the Executive Director on prioritizing relevant NAMI Mass memberships, and coalition and commission participation.

Qualifications:

Required Education and Experience

- Master's degree in social work, mental health counseling, education, or psychology strongly preferred.
- 5 or more years of experience in nonprofit program leadership, program development, and supervisory positions.
- A commitment to the mission of NAMI Mass and awareness of mental health issues.

Competencies

- A range of leadership skills and able to build cohesive results-oriented teams and effectively collaborate in different organizational spaces.
- Deep commitment to diversity, equity, inclusion, and accessibility with a consciousness of how your own culture, race and identity may impact this work.
- Self-motivated and directed, able to work both independently and interdependently.
- Demonstrates high social emotional intelligence and is able to understand self, understand others and adapt and connect in the workplace.
- Cultivates positivity and professionalism in the workplace and is able to maintain appropriate professional boundaries.
- Effective at navigating conflict and able to receive and give constructive feedback.
- Results driven and able to hold self and others accountable.
- Self-reflective and able to identify your own strengths and areas for growth.

Skills

- Ability to manage and prioritize multiple tasks in an organized manner.
- Ability to take initiative and work independently on tasks and assignments.
- Keen attention to detail in all aspects of work.
- Excellent verbal and written communication skills, with demonstrated presentation skills.
- Excellent organizational, time management, and project management skills.
- A valid driver's license with access to a reliable vehicle.

To Apply: Please submit your cover letter and resume to careers@namimass.org.

Applications will be reviewed on a rolling basis.

NAMI Mass is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status.