



<b>Job Title:</b>	Program Associate, Community Education & Outreach
<b>Position Type:</b>	Full-Time, Non-Exempt
<b>Compensation:</b>	\$21-25/hour
<b>Supervisor:</b>	Program Manager, Community Education & Outreach
<b>Requirements:</b>	Driver's License, Some evenings and weekends
<b>Work Location:</b>	Woburn, MA with up to 2 days remote work

**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 people diagnosed with mental health conditions and their families. Founded in 1982, NAMI Mass is the state's voice on mental health conditions.

Our mission is 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.

**Community Education & Outreach Program Description:**

Our team provides high-quality education programs that increase awareness and break down stigma about mental health conditions. The department runs six key presentation programs, in addition to general education and outreach efforts.

- **In Our Own Voice** – highlights individual stories of living with a mental health condition, delivered to a wide variety of audiences
- **Sharing Our Stories** – highlights the family/caregiver perspective of caring for an individual with a mental health condition
- **Sharing Your Story with Law Enforcement** – program for police officers as part of Crisis Intervention Training, including individual and family perspective
- **Ending the Silence** – educational presentation for students in 6<sup>th</sup>-12<sup>th</sup> grade
- **Allies for Student Mental Health** – professional development program for K-12 teachers and school staff

- **Custom Presentations** – In collaboration with the Compass Helpline team and other staff, encompasses resource-specific presentations and custom workshops for a variety of venues

In addition to presentation programs, the department oversees the following two initiatives geared towards youth and young adults:

- **NEXTGEN Youth Advisory Council** – program for young adults aged 18 – 25 to execute creative advocacy projects, gain leadership skills, and make an impact at the state-level
- **NAMI On Campus** – high school and college campus chapters aligning with our mission

**Position Summary:**

The Program Associate ensures smooth planning and delivery of community education programs, volunteer engagement, and youth and young adult initiatives through scheduling, logistics, communications, and event support. This role supports program data tracking, presenter and volunteer coordination, training, and outreach efforts to help maintain strong operations and meaningful community impact. Working closely with the Program Manager, the Associate helps translate mission-driven goals into well-executed programs, initiatives, and events.

**Job Duties and Responsibilities:**

**Program Scheduling and Coordination**

- Process presentation request forms and send confirmation emails to venues and speakers
- Maintain up-to-date internal presentation lists and Outlook calendar across programs
- Create monthly presenter availability form and distribute monthly speaker assignments, based on schedule created by Program Manager
- Prepare and mail materials to in-person presenters
- Monitor and respond in a timely manner to the Programs Team email account inbox

**Program Delivery**

- Host Zoom presentations for venues, manage technical logistics, and support speakers as needed
- Schedule and host monthly public presentations for select programs

**Volunteer and Data Management**

- Regularly track audience counts and collect post-presentation information from speakers
- Input, organize, and review audience evaluation data
- Upload presentation data to NAMI720 monthly
- Create quarterly evaluation forms for various programs
- Review audience evaluation data and follow-up with attendees interested in further involvement
- Update active volunteer HR records, onboarding information, and engagement tracking

**Volunteer Training and Support**

- Support Program Manager with speaker training logistics, including materials preparation and trainee communication
- Collect and screen script drafts and assemble training binders
- Process onboarding paperwork, training evaluations, and NAMI membership for new speakers

- Regularly update training tracker spreadsheet during training cycles with key information and trainee status

#### Community Outreach

- Prepare materials for outreach events and mailings; maintaining an organized inventory of supplies
- Represent the organization at events through tabling and engaging the public
- Recruit potential volunteers and assist in developing new outreach materials

#### Youth and Young Adult (YYA) Initiatives

- Field YYA inquiries to Program Manager and maintain recruitment contact lists
- Draft recruitment and NEXTGEN application communication messages
- Process onboarding paperwork and monthly stipend forms
- Support NEXTGEN conference logistics, such as space planning, supplies, food, and event promotion

#### **Qualifications:**

##### **Education and Experience**

- Bachelor's degree in psychology, social work, counseling, education, nonprofit management, or a related field OR At least 2-3 years of work experience in the fields of psychology, education, program coordination, event planning, and/or related fields, required
- Experience with event coordination, scheduling logistics, volunteer support, and/or program operations, preferred
- Personal experience with navigating the mental health system for self, loved one, or in a professional capacity, preferred

##### **Knowledge & Skills**

- Excellent verbal and written communication skills
- Effective at navigating and resolving conflict
- Strong team player and able to effectively collaborate in different organizational spaces
- Strong organizational skills across various platforms
- Ability to manage and prioritize multiple time-sensitive tasks in a prompt fashion
- Ability to take initiative and work independently on tasks and assignments
- Strong follow-up skills and ability to maintain consistent communication across multiple stakeholders
- Keen attention to detail in all aspects of work
- Familiar with Microsoft Office 365 (Outlook, Word, Excel, PowerPoint, SharePoint, etc), Adobe Acrobat, Canva, Calendly, and DocuSign
- Familiar with hosting virtual meetings and webinars through Zoom and other platforms
- Comfortable with learning new technology and systems, as they arise

##### **Working Conditions and Expectations**

- Working conditions are consistent with an office environment. One must be able to operate a computer for most of the workday with appropriate rest periods.
- A valid driver's license, good driving record, and a reliable vehicle are necessary.
- Travel within the state of Massachusetts up to 35%

- Flexibility to work occasionally in the evenings and/or weekends.

**To Apply:**

Please send a **PDF cover letter and resume** to [careers@namimass.org](mailto:careers@namimass.org). We will consider applications on a rolling basis, until the position is filled.

**NAMI Massachusetts is committed to building a diverse workforce and welcomes people of all cultures, races, identities, and experiences. NAMI Mass 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.**