



Job Title:	Compass Navigator
Position Type:	Part-time, Non-Exempt
Compensation:	\$21 - \$24 per hour
Supervisor:	Compass Helpline Director

Organization Description:

The National Alliance on Mental Illness of Massachusetts (NAMI Massachusetts) is a statewide, nonprofit grassroots education, support, and advocacy organization dedicated to improving the lives of people with mental health conditions and their families. Founded in 1982, NAMI Mass is the state's voice on mental health issues.

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.

We are guided by the following principles:

- 1) NAMI Mass acknowledges that mental health conditions do not discriminate based on race, ethnicity, gender, sexual orientation, socioeconomic or disability status.
- 2) NAMI Mass views mental health as a key component of overall health and core to who we are as people. We seek to empower everyone to talk about mental health freely and without shame.
- 3) People with mental health conditions can be more vulnerable to discrimination and violations of their human rights in our current systems, including in hospitals, congregate care settings, prisons, education systems, and the workplace, and we recognize the structural inequities shaped by our laws and policies.
- 4) We believe that people experience and understand the causes of mental health challenges in several ways. NAMI Mass recognizes the right of people living with a mental health condition to determine and name these causes.
- 5) NAMI Mass believes that "recovery" or "healing" from mental health challenges is real and possible, but that each person defines what this means individually

Department/Team Description:

Compass is the Helpline at NAMI Massachusetts. We provide information, resources, ideas, and support to help them navigate the mental health system and related systems of care. Our goal is to help get people to the next best step. Compass is available Monday through Friday, 10 am to 6 pm.

Position Summary:

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.

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.
- Maintain and update the applications or systems that house the collection as needed.
- Participate in meetings to learn more about how other organizations and programs work.

Learning and Development

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

Helpline Support

- Help compile Helpline data.
- Provide support for Helpline webinars, meetings, training, and other activities.
- Help support Helpline volunteers and junior staff, as requested by the Helpline Director

Other Support

- Promote NAMI Massachusetts at meetings and events, virtually and across the state, as requested.
- Support the planning and execution of NAMI Massachusetts organization events including NAMIWalks Massachusetts, Advocacy Day, and the State Convention.
- Perform additional duties as assigned.

Qualifications:

Education and Experience

- At least one year of experience in information & referral services or 2 years' experience in peer or family support, human services, public administration, or phone-based customer service is desirable
- 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
- Some knowledge of related systems of care and resources related to housing, insurance, education, employment, the legal system, and basic needs
- Familiarity with NAMI Massachusetts as an organization
- Experience with the criminal legal system (you or a family member have been incarcerated and/or had substantial experience navigating the criminal legal system as someone accused or convicted of a crime)
- Membership in a community that has been historically marginalized and over-represented in the criminal legal system is especially valued

Skills

- Fluency in speaking, listening, reading, and writing a second language a plus, particularly Spanish
- Proficiency in Microsoft Teams, Outlook, and Office applications and internet searching
- Proficient typing skills
- Familiarity with Salesforce or similar customer relationship management application
- Comfortable communicating with people by phone and email
- Ability to take notes and conduct basic research while simultaneously managing a telephone conversation
- Comfortable sharing some of your personal experiences with Helpline contacts and ability to judge when that will be helpful to them
- Excellent listening skills, including the ability to be attentive, reflective, patient, and empathetic
- Ability to maintain confidentiality and demonstrate a nonjudgmental attitude
- Ability to help people problem solve and think of creative solutions to challenging situations
- High tolerance for bearing witness to other people's distress
- Self-awareness of personal triggers and how to manage them when activated
- Ability to work independently as well as collaboratively
- Ability to manage and prioritize multiple tasks in an organized manner
- Commitment to the concept of peer-to-peer support and learning
- Commitment to eliminating carceral responses to mental health

Competencies

- Demonstrates high social emotional intelligence and is able to understand self, understand others and adapt and connect in the workplace
- Deep commitment to equity, inclusion, belonging and consciousness of how the employee's own culture, race, and identity are located in and may impact this work
- 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
- Works from a growth mindset
- Self-reflective and able to identify your own strengths and areas for growth, and expand your range and capacity through mentorship and other learning opportunities

Working Conditions and Expectations:

- Working conditions are consistent with an office environment. Able to operate a computer and telephone with headset for most of the workday with appropriate rest periods.
- Hybrid work schedule with the option to work remotely 2 days per week, after training period.
- Proof of up-to-date COVID-19 vaccination required except with a valid medical or religious exemption; employees with an exemption must submit negative PCR test weekly.
- Availability for occasional evening and weekend hours.

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.