



Job Title:	Manager, Community Education & Outreach
Position Type:	Full-time, Exempt
Compensation:	\$50,000 - \$60,000
Supervisor:	Director, Community Education & Outreach
Date:	March 2024

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 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 (as needed):

The Community Education & Outreach division is part of the Programs department at NAMI Mass. The team is led by the Division Director of Community Education & Outreach and is staffed by a Senior Manager, Manager, and Program Associate. The Community Education & Outreach team

engages with communities across Massachusetts to provide mental health awareness education and resources and promote NAMI Mass programming. We manage a team of approximately 100 trained program leader volunteers whom we work with to provide educational presentations and workshops to increase awareness and understanding about mental health conditions, promote hope and recovery, and decrease stigma and challenge misconceptions. Our presentations feature people who share their own personal stories of living with a mental health condition or supporting a loved one with a mental health diagnosis for audiences across the state, including workplaces, colleges and universities, K-12 schools, hospitals, faith communities, police departments, and more.

Position Summary:

The Manager for Community Education & Outreach is responsible for managing NAMI Mass' relationship with the Crisis Intervention Team Training and Technical Assistance Centers (CIT-TTACs) across the state and facilitating the delivery of the NAMI Mass lived experience presentations during Crisis Intervention Team (CIT) trainings. CIT-TTACs are regional centers which provide training and support services to police departments that adopt the CIT model. NAMI Mass provides speakers for CIT training programs.

Additionally, the Manager will engage in outreach activities, deliver presentations, represent NAMI Mass at events and meetings, and provide support and coaching for program leader volunteers. The Manager will support the Community Education & Outreach team in coordinating educational presentations, managing volunteer schedules, communicating with venues, collecting data, assisting with volunteer training, and promoting the programs. This position reports to the Division Director of Community Education & Outreach and works closely with all members of the Community Education & Outreach team.

Job Responsibilities:

Criminal Justice Diversion

- Engages in consistent communication, collaboration, and coordination with Crisis Intervention Team Training and Technical Assistance Centers (CIT-TTACs) across Massachusetts.
- Manages ongoing relationships between NAMI Mass and CIT-TTACs and communicates verbally and in writing with CIT-TTACs to ensure effective delivery of lived experience presentations for Crisis Intervention Team (CIT) trainings.
- Facilitates quarterly check-in meetings with CIT-TTACs to discuss our partnership and continued collaboration.
- Coordinates scheduling of lived experiences presentations for CIT trainings and communicates with program leader volunteers.
- Observes and supports the delivery of lived experience presentations for CIT trainings across the state.
- Provides specific actionable feedback and positive praise as appropriate to volunteer program leaders after delivery of lived experience presentations for CIT trainings.
- Reviews audience evaluations and feedback for lived experience presentations in CIT trainings and identifies action steps as needed.
- Maintains detailed records of presentations for CIT trainings in collaboration with Community Education & Outreach team.
- Compiles data and drafts grant reports related to criminal justice diversion work.

- Attends quarterly stakeholder meetings with CIT-TTACs across the state and participates in meetings, councils, and committees related to criminal justice diversion as needed.
- Engages with local NAMI Mass affiliate leaders to ensure peer and family voices are represented in stakeholder meetings and other activities.

Program Delivery

- Speaks publicly about NAMI Mass programming and mental health resources in a variety of settings.
- Delivers educational presentations about mental health topics for a variety of audiences in virtual and in-person settings.
- Supports Community Education & Outreach team in the creation of program content and materials.

Volunteer Training & Support

- Supports the Community Education & Outreach team in recruitment and training of volunteer speakers to share their personal stories of living with mental health conditions or supporting loved ones with mental health diagnoses.
- Assists with coordination of logistics for program leader volunteer trainings, including managing the printing of materials, catering, and booking training venues.
- Provides ongoing support and professional development for program leader volunteers in collaboration with the Community Education & Outreach team.

Community Outreach and Tabling

- Represents NAMI Mass at community events and operates resource and information tables at outreach events, including community health fairs, school wellness fairs, National Night Out events, etc.
- Prepares materials for outreach events for NAMI Mass staff and NAMI Mass affiliates.
- Works in collaboration with the Community Education and Outreach team and other NAMI Mass staff members to promote NAMI Mass programs.

General

- Works with NAMI Mass Programs staff on shared goals and initiatives.
- Supports planning and execution of NAMI Mass events, including Advocacy Day, State Convention, and NAMIWalks Massachusetts.
- Assists with special projects and performs additional duties as assigned.

Qualifications:

Education and Experience

- At least two years' experience in education, program management, or criminal justice
- Bachelor's degree in criminal justice, social work, education, human services, sociology, psychology, or a related field, or at least four years of additional experience
- Demonstrated experience with public speaking and delivering presentations or workshops
- Willingness to use personal lived experience in presentations and programs, related to managing the employee's own mental health condition or supporting the mental health needs of a family member or friend

Skills

- Excellent verbal and written communication skills

- Experience delivering presentations and speaking publicly for a variety of audiences
- Strong organizational, time management, and project management skills
- Ability to manage and prioritize multiple tasks in an organized manner
- Capacity to take initiative and work independently on tasks and assignments
- Keen attention to detail in all aspects of work
- Ability to manage and support program leader volunteers
- High level of proficiency in Microsoft Office 365 (Outlook, Word, Excel, PowerPoint, SharePoint, etc), Google Workspace, Adobe Acrobat, and Canva
- High level of proficiency in hosting virtual meetings and webinars through Zoom and other platforms
- Experience using a variety of technology and comfortable with learning new technology

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. 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 access to a reliable vehicle are necessary.
- Ability to travel to community locations statewide as needed and conduct meetings, trainings, and public speaking engagements.
- Ability to maintain a flexible schedule to attend events and presentations on nights and weekends as needed.
- Work in a hybrid setting with the option to work remotely 2 days per week is the current work structure.
- Proof of up-to-date COVID-19 vaccination is required for all NAMI Mass employees except those with a valid medical or religious exemption; employees with an exemption must submit negative PCR test weekly.

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.