



Job Title:	Program Associate, Education and Support
Position Type:	Full time, Non-Exempt
Compensation:	\$23-25 an hour
Supervisor:	Deputy Director of Programs
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 diagnosed with mental health conditions and their families. Founded in 1982, NAMI Massachusetts is the state’s voice on mental health conditions.

Position Summary: Supports the smooth operation of NAMI Mass educational classes and groups by coordinating website postings; participant registration; ordering, printing, and distribution of materials; data entry; and other administrative tasks.

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

Job Duties and Responsibilities:

- Assists affiliates with setting up support group registrations and preparing promotional materials for classes.
- Processes registrations.
- Enters class and participant data in Constant Contact, program tracking worksheet, and other systems as needed.
- Coordinates ordering and printing of promotional and class materials.
- Posts class information on NAMI Mass website including registration form, or provides information to appropriate staff for posting.
- Posts class information on NAMI National website.
- Supplies class list to Program Leaders and affiliate.
- Mails class materials to program leaders and/or participants as necessary.
- Sends links to downloadable class materials to program leaders and participants.
- Sets up materials for in-person classes and groups and arranges pickup/delivery with program leaders.
- Coordinates return of leftover materials.
- Collects data for graduation and prepares certificates (P2P & F2F) for mailing or distribution.
- Collects support group data.

- Collects evaluations.
- Enters and processes program leader stipend information for approval.
- Coordinates and posts calendar of classes and trainings on a quarterly basis.
- Performs additional duties as assigned.

Qualifications:

Required Education and Experience

- High school diploma or equivalent
- At least two years of administrative experience, preferably in a nonprofit organization
- Experience navigating the mental health system for yourself, a friend, or a family member is preferred
- Awareness, understanding, and/or connection to the mental health field

Competencies

- Results driven and able to hold self and others accountable for results
- 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
- Invested in continuous learning and works from a growth mindset
- Effective at navigating and resolving conflict
- Able to give and receive constructive feedback
- Cultivates positivity and professionalism in the workplace
- Strong team player and able to effectively collaborate in different organizational spaces
- Committed to diversity, equity, and inclusion and conscious of how your own culture, race, and identity are located in and impact your work

Skills

- Impeccable attention to detail and accuracy in all aspects of your work
- Excellent written and verbal communication skills
- Excellent demonstrated administrative, organizational and calendar management, time, and project management skills
- Proficiency in Microsoft Office suite, Zoom, and Constant Contact or another client relationship management system
- Ability to learn new software quickly
- Customer-service oriented
- Ability to handle information confidentially

Physical Requirements and Working Conditions:

- Working conditions are normal for an office environment. Must be able to operate computer for most of workday with appropriate rest periods.
- Able to lift up to 30 pounds occasionally.
- Valid driver's license and driving record which meets NAMI Mass insurance carrier requirements.
- Ability to drive to class locations as needed.
- Availability to work early morning or evening hours in order to be available during class sessions.

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.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.