



<b>Job Title:</b>	Sr. Manager, Community Education & Outreach
<b>Position Type:</b>	Full-time, Exempt
<b>Compensation:</b>	\$58,000 - \$65,000
<b>Supervisor:</b>	Director, Community Education & Outreach
<b>Date:</b>	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

**Position Summary:**

The Senior Program Manager for Community Education & Outreach is responsible for managing the daily operations of NAMI Mass educational programming in the department. This programming focuses on decreasing stigma and increasing understanding and awareness about mental health

conditions in communities across the state, including K-12 schools, colleges and universities, workplaces, faith groups, community organizations, and more. This position will be responsible for coordinating more than 300 educational presentations each year, managing volunteer schedules, communicating with venues, assisting with volunteer training, promoting the programs, and delivering presentations. This position reports to the Director of Community Education & Outreach and works closely with all members of the Community Education & Outreach team.

### **Job Responsibilities:**

#### **Program Scheduling, Coordination, & Data Management**

- Responsible for managing the daily operations of all NAMI Mass programs housed in the Community Education & Outreach department, including but not limited to the NAMI In Our Own Voice, NAMI Sharing Your Story with Law Enforcement, NAMI Ending the Silence, NAMI Smarts for Advocacy, and Allies for Student Mental Health programs.
- Consistently communicates with program volunteers, venues, and other stakeholders to ensure the effective delivery of all virtual and in-person presentations.
- Works closely with the Administrative Assistant for Community Education & Outreach to schedule presentations, develop monthly schedules for presentations, and ensure the coordination and delivery of all necessary materials and information for presentations.
- Coordinates volunteers' schedules and assigns presentations on a monthly basis.
- Attends virtual and in-person meetings with venues to provide information and schedule presentations.
- Collects and analyzes data from programs and reports data and information in monthly, quarterly, and semi-annual grant reports.
- Maintains detailed records of all presentations in collaboration with the Administrative Assistant for Community Education & Outreach.

#### **Program Delivery**

- Regularly attends program presentations to provide logistical support and offer feedback to program volunteers.
- Works closely with venues to coordinate logistics, including facilitating planning meetings, technology checks, follow-up meetings, etc.
- Presents workshops and trainings on mental health topics for a variety of audiences.

#### **Program Development**

- Collaborates with the Director of Community Education & Outreach on the revision and development of program curriculum and materials.
- Consistently reviews feedback from audience evaluations and develops recommendations for program revisions based upon feedback.

#### **Volunteer Training & Support**

- Works closely with the Director of Community Education & Outreach and Outreach Coordinators to recruit, interview, and train new program volunteers.
- Communicates with prospective program volunteers and reviews applications.
- Coordinates logistics for volunteer trainings, including managing the printing of materials, catering, and booking training venues.
- Provides ongoing support and professional development for program volunteers in collaboration with the Director of Community Education & Outreach.

## **Community Outreach**

- Builds and maintains strategic relationships and partnerships with stakeholders across the state.
- Represents NAMI Mass at resource fairs and other events, including delivering informational presentations and providing information and resources.
- Work in collaboration with Outreach Coordinators and the Director of Community Education and Outreach to promote programs.
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- Assists with special projects and performs additional duties as assigned.

## **Qualifications:**

### **Education and Experience**

- Bachelor's degree in social work, mental health counseling, education, psychology, or a related field; master's degree preferred
- At least two years of experience in the fields of education, curriculum development, and/or program management; an additional three years of experience may be substituted for master's degree
- 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
- Personal experience accessing resources and help to support your own mental health needs or the mental health needs of a family member or friend.

### **Skills**

- Excellent verbal and written communication skills, with demonstrated presentation skills and experience writing in a variety of formats, including educational curriculum
- Strong organizational, time management, and project management 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
- Ability to manage and support program volunteers
- High level of proficiency in Microsoft Office 365 (Outlook, Word, Excel, PowerPoint, SharePoint, etc), 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, or public speaking engagements.
- 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.