



Job Title:	Sr. Manager, Education & Support
Position Type:	Full Time, Exempt
Salary Range:	54,000 – 65,000

Position Summary: The Sr. Manager Education & Support is a senior management position that is responsible for developing NAMI Mass peer-led educational and support programming housed both in the division and the regional affiliates. This programming focuses on helping people living with mental health challenges and their caregivers receive support in the peer group environment and through peer-led mental-health education courses.

This position within the Education and Support Division is primarily responsible to develop strong peer and family programs within each affiliate and to provide capacity building and support to volunteer program leaders. In addition, in collaboration with the other Sr. Manager of Education and Support, this position is responsible for engagement and capacity building with the affiliates (both A & B). This position reports to the Deputy Director of Programs.

Job Duties and Responsibilities:

Program Leadership and Management

- Supports affiliate capacity building including organizational, membership and program development including annual assessment, goal setting and planning
- Oversees Education & Support program implementation with the respective regional affiliates in a manner that ensures the maximum geographic reach of the programs; the sustainability and growth of the programs; the development and strength of the regional affiliates
- Supports integration of program leaders into the affiliate organizations
- Develops an annual program plan in collaboration with the other Sr. Manager, Deputy Director of Programs and the Executive Director and provides bimonthly program reports
- Contributes to the tracking and analysis of qualitative and quantitative data for all Education & Support for inclusion in program, impact and grant reporting
- Determines resources needed for programming and contributes to budget

development and financial oversight in collaboration with the other Sr. Manager, Deputy Director of Programs, and the Executive Director

Program Development

- Responsible for the high and consistent quality of the programs being offered
- Responsible for the sustainability/growth of the programs
- Responsible for the diverse representation of the populations of the communities being served
- Responsible for the strength of the regional affiliates.
- Works with the other Sr. Manager, Deputy Director of Programs to determine and prioritize areas for new programming

Volunteer Training & Support

- Leads the recruitment, training, development and support of volunteer program leaders to deliver high quality Ed & Support programming.
- Works in collaboration with the other Sr. Manager of Ed & Support and Deputy Director of Programs to build the capacity of volunteer program leaders

Community Outreach

- Builds and maintains strategic relationships and partnerships with stakeholders across the state
- Speaks succinctly about all NAMI Mass programs and their impact in an array of arenas
- Represents NAMI Mass at resource fairs and other events
- Represents NAMI Mass on councils and advisory groups as assigned by the Deputy Director of Programs

Organizational Collaboration

- Participates in regular Program Leader meetings and collaborates with colleagues across programs to ensure alignment and consistency
- Collaborates with other program leaders around communications, outreach, and volunteer training and support

Qualifications:

Required Education and Experience

- Bachelor's degree in public health, social work, public policy, psychology or a related field or demonstrated equivalent experience
- 5 or more years of experience in the fields of program management
- Personal experience accessing resources and help to support your own mental health needs or the mental health needs of a family member or friend
- A strong understanding of NAMI Mass programs, including NAMI Family-to-Family, NAMI Peer-to-Peer, NAMI Basics, NAMI Connection group, and NAMI Family Support Groups.

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

Knowledge & Skills

- Excellent 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 staff members in a variety of roles
- Ability to manage program volunteers and support other staff in managing volunteers
- Ability to work with people from different backgrounds and with different experiences
- Strong communication skills and commitment to continuous improvement in the areas of written, verbal and public speaking.
- High level of proficiency in Microsoft Office 365 (Outlook, Word, Excel, PowerPoint, SharePoint, etc.), Adobe Acrobat
- 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
- A valid driver's license, good driving record, and a reliable vehicle

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.