



## Job Announcement: Program Manager

**Are you passionate about mental health education and advocacy?** At **NAMI Washington**, our vision is a world where all those impacted by mental health conditions know they are not alone, and are empowered to live their most fulfilling life. We are the State office of the National Alliance on Mental Illness, working to provide support, education, and changes in policy at all levels to ensure better treatment, access, and a behavioral health system to meet the needs of all Washingtonian's whose lives are affected by mental illness.

### WHO WE ARE

The National Alliance on Mental Illness (NAMI) is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. The NAMI organization operates at the national, state and local level. NAMI Washington was established in 1979 and provides educational resources and events, statewide outreach, advocacy and affiliate organizational support. Local NAMI affiliates in Washington offer free peer support, education and outreach programs, and engage mental health advocates in their communities.

### POSITION SUMMARY

NAMI Washington is seeking an engaging and personable **Program Manager**. This position is responsible for development, coordination, staffing, and implementation of NAMI Signature Program trainings, Community Educational Forums, the Annual State Conference, and takes the lead on Membership Management and Community Engagement visibility events.

### YOU ARE A GREAT CANDIDATE FOR THIS POSITION IF . . .

- You already incorporate NAMI Washington's organizational values of respect, community, kindness, empowerment, and integrity into your everyday life and work that you do.
- You are comfortable speaking in front of groups of up to 100 people, picking up the phone and calling people you have never met, and interacting with people who might be experiencing mental health symptoms.
- You love coming up with plans and new ideas, and you have the commitment and follow-through to execute all the mundane details to make these plans come to life.
- You are extremely organized – even if you're not naturally detail-oriented – you have a system for keeping track of projects so that no detail gets forgotten and no deadline is missed.
- You are passionate about the way mental health intersects with other lived experiences and identities, and you bring an anti-bias and intersectional lens to the work that you do.
- You are able to find fun and humor in your daily work, and enjoy being part of a team that cares personally about each other.

### RESPONSIBILITIES

#### Education & Training Program

- Coordinate, plan, market and staff statewide NAMI Signature Program Trainings, including but not limited to:
  - ❖ Establish training dates throughout the year for each NAMI Signature Training Weekend
  - ❖ Market to affiliates and other interested organizations and individuals
  - ❖ Secure training locations, lodging, meals and materials, or the virtual alternatives
  - ❖ Update and make available participant applications for each training
  - ❖ Process participant applications, communicating with them about next steps, and sharing with state trainers
  - ❖ Order and organize training materials needed for each class; assure that any necessary AV or other equipment is available

- ❖ Be present at each state training event to facilitate registrations, assist trainers and participants, problem-solve in case of emergencies
- ❖ Ensure communication back to appropriate NAMI Affiliate leader or staff regarding their participant's status post-training
- ❖ Produce state trainings on Zoom platform
- Coordinate recruitment and screening of applicants for National Train the Trainer Program
  - ❖ Develop and maintain a roster of state trainers
  - ❖ Develop and lead quarterly supervisory calls/meetings for state trainers
  - ❖ Problem solve with state trainers as needed
- Serve as the primary contact for all Education related inquiries, connecting in other Education staff as appropriate

### Community Programs

- Annual State Conference: Lead staff for planning and production of the annual state conference
- Membership Management & Engagement: Coordinate and process annual membership renewal for participating Washington state affiliates
- Community Engagement:
  - ❖ Create and implement quarterly community education forums on timely behavioral health issues, partnering with affiliates or other community organizations when feasible
  - ❖ Monitor, track, and coordinate community engagement and visibility events
  - ❖ Create social media appropriate postings to advertise NAMI community events
- Volunteer Management: Primary staff member responsible for recruiting, orienting and supervising volunteers
- Support of events produced by other departments, and other duties as assigned

### Management & Supervision

- Supervision Responsibilities: The Program Manager will ultimately supervise the Youth Outreach Coordinator, Education Program Assistant, program and office volunteers
- Reporting/Accountability:
  - ❖ Keep clear and timely records of training costs, making sure those expenses are held within NAMI WA budget allocations
  - ❖ Complete Training Class reports within 7-10 days after each training
  - ❖ Provide Program Department reports for the Board of Directors
  - ❖ Participation in monthly Affiliate Leader Calls
  - ❖ Provide other grant reports as requested
  - ❖ Conduct regular assessment of NAMI Washington programs, seeking input from affiliates to best meet their training and education needs
  - ❖ Ensure affiliates maintain fidelity in their provision of NAMI Signature Programs in their local communities
  - ❖ Ensure affiliates and NAMI Washington staff collect and track required data

**REPORTS TO:** Executive Director

**CLASSIFICATION:** Regular Employee; Exempt

**FTE:** 1.0 FTE (40 hour/week)

**SUPERVISES:** Youth Outreach Coordinator, Interns, Volunteers

### KEY EXPERIENCE

- 1-3 years' experience with non-profit program coordination.
- Bachelor's Degree in relevant field or equivalent combination of education and experience with specialized work in the behavioral field preferred.
- Experience in supervision and evaluation of staff.
- Proficient in Microsoft Office Suite and the use of a variety of social media methods of communication.
- Self-starter capable of working independently without constant direction.

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- Strong ability to prioritize tasks, handle multiple tasks and work efficiently, with exceptional attention to detail.
- Ability to communicate professionally.
- Understanding and acceptance of individuals and families whose lives are affected by mental illness.
- Ability to have a flexible schedule and work evenings and/or weekends: 6-8 weekend trainings per year, Annual State Conference, NAMIWalk, Special Events, and committee meetings (1/x month) = 30-35% of time.
- Ability to lift a minimum of 25 pounds.
- Valid WA Driver's License and reliable mode of transportation other than public transportation for transporting materials to training sites.

**SALARY & BENEFITS**

Salary: \$40,000-\$50,000 DOE

Benefits include vacation, sick leave, paid holidays, and medical/dental insurance (75% company/25% employee).

Position open until filled.

**APPLICATION INSTRUCTIONS**

Email Cover Letter, Resume and a minimum of three work-related references to Lauren Simonds, Executive Director at [Lsimonds@namiwa.org](mailto:Lsimonds@namiwa.org). No phone calls please.

**WHAT TO EXPECT:** Applicants will receive an email confirming receipt of their materials. Candidates moving forward in the interview process will be contacted by email regarding a phone screening. Candidates moving forward after the phone screening will be contacted for in-person interview. This interview will be conducted by a small group. If necessary, a second interview for final candidates will take place.

*NAMI Washington is an Equal Opportunity Employer. Applicants are considered for employment without regard to race, creed, color, religion, national origin, sex, age, disability, marital status, sexual orientation, gender identity or expression, status as a veteran or any other basis prohibited by local, state or federal laws.*