

Job Description

Job Details

Title: Program Manager (Family & Community)	Created Date: 8/5/2022
Reports to: Director of Programming and Outreach	FLSA Status: Exempt
	Location: Hybrid, must reside in service area (Travis, Williamson, Hays, Bastrop, Burnet, and Caldwell counties)

Purpose of Position

The person in this role will be responsible for all aspects of providing and managing Family Programs at NAMI Central Texas to ensure affiliate-level goals are achieved. Responsibilities include planning and program delivery, recruiting, training, supporting, retaining volunteers/interns, and adhering to all local, state, and national programmatic updates. Attend and professionally represent the affiliate through collaboration and community outreach. This role will also coordinate community presentations.

Essential Functions and Responsibilities

Program Management - 50%

Manage the development, expansion, and sustainability of NAMI Central Texas programs as assigned by the director:

Program Duties:

- Responsible for attending NAMI training to become certified in specific programs/groups/presentations
- Responsible for the following programs: Family to Family (8 weeks), Families Together (3 sessions), Families Together Workshop, Family & Friends, Family Support Group. (and others as assigned)
- Responsible for the following community presentations: Parent/Family presentations, In Our Own Voice, What is NAMI/Volunteer Information Session/Mental Health Myths (and others as assigned)
- Plan and implement program offerings in alignment with organizational goals and strategic plan
- Ensure NAMI Central Texas programs and training are in alignment with NAMI National standards
- Develop and maintain a master calendar of NAMI signature and local programs (presentations, classes, workshops, training, support groups) and outreach activities (virtual and in-person)
- Schedule and coordinate groups, classes, and presentations (virtual and in-person)
- Responsible for ensuring program materials are ordered, inventoried, organized and distributed (virtual & in-person)

System Duties:

- Responsible for mastery on all platforms (Asana/Salesforce/GDrive/NAMI360/NAMI720/Zoom/Microsoft Team)
- Use online software and tools to track, plan and complete all NAMI Central Texas programs and outreach
- Ensure data is accurately collected, entered, and managed for NAMI Central Texas programs (groups, classes, workshops, and presentations) as required by local, state, and national standards
- Responsible for providing data reports for use in grant reports, funding requests, and program evaluations

Volunteer/Interns Management - 30%

Manage all aspects of Volunteers/Interns to provide NAMI Central Texas programs as assigned by the director:

- Develop and maintain job descriptions and postings for volunteers and interns
- Review, screen, and interview volunteers/interns (ongoing)
- Manage all volunteer/interns data in prospective systems (local, state, and national NAMI system)
- Train, supervise, and coordinate interns to ensure all agency and university requirements are met and documented
- Ongoing observations/mentoring of volunteers/interns to ensure fidelity to program models; adherence to best practices and participant safety is established
- Manage all aspects of training (providing the training and/or sending volunteers to other affiliates for training)
- Provide ongoing staff support for program volunteers to ensure their success and provide opportunities for autonomy, mastery, connection, and reinforcement of purpose
- In cooperation with other staff, lead the affiliate in implementing best practices in volunteer management, including opportunities for volunteer leadership, appreciation, and retention

Collaboration and Community Outreach- 20%

Manage community relationships and outreach in the six counties that the NAMI Central Texas serves;

- Develop and maintain robust relationships with community organizations, networks, and coalitions, as well as, private and public entities aligned with NAMI Central Texas' mission and program goals
- Ensure Salesforce is updated with current information about community, agency and individual contacts to ensure effective collaboration and communication within the affiliate
- Develop and maintain positive working relationships with NAMI Program Directors and interact effectively with NAMI staff at local, state and national level
- Participating in NAMI (all levels) conference calls, webinars, and training for signature programs
- Work effectively with Board members, committee leadership, volunteers, and other staff to maximize positive outcomes
- Work in collaboration with the Director of Programming and Outreach to develop, update, manage and distribute outreach, presentation, and promotion materials and assist with promoting programs

Affiliate Support 5%

Manage all duties related to meeting Local, State and National requirements for NAMI Central Texas:

- Assist with and promote affiliate events such as Mental Health Month, NAMIWalks, Annual Meeting
- Special projects assigned by management
- Presentations or meetings with all levels of NAMI or in the community
- Other duties as assigned

Core Competencies

- 3+ years of program management experience in the nonprofit sector preferably in the area of mental health
- 3+ years of volunteer/intern management experience preferably in the nonprofit sector
- Bachelor's degree in psychology, human services, education or education administration, communication and/or public relations, public health or public administration preferred
- Knowledge in program management and development; volunteer management; public relations and/or marketing
- Strong organizational and project management skills
- Strong interpersonal and relationship building skills
- Exceptional communication skills both written and verbal - Spanish proficiency a plus
- Strong public speaking ability
- Proficient in various business software, including Microsoft Office, Google Suite, Asana, Salesforce, and ZOOM or other similar platforms
- Lived experience as a family member of someone living with mental illness or living with a mental illness strongly preferred

Education

Degree/Diploma Obtained	Program of Study	Required/Preferred
Bachelor's Degree	Psychology, human services, education or education administration, communication and/or public relations, public health or public administration	Preferred

Experience

Years of Experience	Type of Experience	Required/Preferred
3+	Program or volunteer management experience in the nonprofit sector, preferably in the area of mental health	Required

Physical Requirements

	Regularly	Frequently	Occasionally
Sitting	X		
Standing			X
Walking			
Climbing/Balancing			
Reaching – with Arms and Hands			
Stooping/Kneeling/Crouching/Crawling			
Talking	X		
Hearing	X		
Feeling/Touching			
Driving			X
Vision – Close, Peripheral, Depth, Ability to Adjust Focus	X		
Lifting up to 25 pounds			

Working Conditions

	Regularly	Frequently	Occasionally
Indoor	X		
High Temperatures			
Loud Noises			
Confined Areas			
Outdoor			X
Cold Temperatures			
Fumes			

Supervisory Responsibilities

Title of subordinates	Number of employees supervised
Interns	1+ per semester
Volunteers	30+ ongoing

Salary Range

\$52,000-\$56,000 annual salary + generous Paid Time Off + Employee Health Coverage (75% premium covered by NAMI Central Texas)

To Apply

Please email a cover letter and resume to jobs@namicentraltx.org

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they are able to perform every task in the job description. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. NAMI Central Texas will consider any equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.