



# Santa Cruz County

## Program Manager Non-Exempt Position

**Early submissions are encouraged. NAMI reserves the right to begin interviews as soon as qualified applicant submissions are received.**

NAMI (The National Alliance on Mental Illness) of Santa Cruz County exists to educate, advocate and support those affected by mental illness, their families, friends and our community. We have a dedicated Board of Directors, staff, talented teachers, peer leaders and many other volunteers who together operate various nationally recognized programs and provide a range of compassionate services for families, those living with a mental health condition, schools, providers and the community.

### **REPORTS TO: The Executive Director**

- **SUMMARY:** The Program Manager is responsible for the management of NAMI's educational, training and support programs and presentations. Responsibilities include volunteer, peer and staff management, oversight of NAMI's strategic education and program goals, efficient office management, and support for the organization's grants and contract obligations. The Program Manager also supports community advocacy and the organization's fund development.

The Program Manager provides leadership with a focused commitment to the mission of NAMI in a manner that fosters a culture of collaboration, cultural competence, creativity and accountability.

### **GENERAL DUTIES AND RESPONSIBILITIES**

- Work closely with the Executive Director, staff, contractors and volunteers to ensure all of NAMI's education, supports, advocacy and services reflect NAMI's vision, mission and strategic plan
- Ensure volunteers and peers are recruited, tracked in the data system in a timely manner, trained, honored and supported. Provide a supportive review process and as necessary, terminate volunteers as appropriate and required by NAMI's policies
- Ensure that written procedures are created as needed, followed, and kept current. Procedures include instructions on all aspects of offering classes, support groups, trainings, and program-related events.
- Ensure there are comprehensive recruitment and outreach strategies that include key contact information for each service/class/support group, with an emphasis on being culturally competent and ensuring we connect with Spanish speaking families
- Secure appropriate facilities, provide all educational materials, and support all aspects of presenters' needs & efforts throughout NAMI's programs, Speakers Meetings & classes
- Ensure written procedures and timely evaluations for programs, support groups and trainings, ensuring confidentiality is maintained
- Work with the Executive Director to determine compensated and volunteer staffing to ensure effective daily operations
- Provide support to meet grant and contract obligations. Complete grant reports as assigned.
- Provide regular reports to the Board as assigned
- Provide supports for community fund development as assigned
- Participate in strategic planning for NAMI as assigned

## **TRAINING AND EDUCATION**

- Ensure effective outreach and engagement with the greater community we serve including but not limited to:
  - Mental health staff, educators, parents' groups, the faith community, law enforcement and the Spanish speaking communities to best promote, grow, schedule and offer NAMI presentations, trainings, and classes.
- Ensure the efficient scheduling and conducting of all of NAMI's educational services including but not limited to:
  - Family to Family
  - BASICs
  - Peer to Peer Class
  - Provider Class
  - In Our Own Voice
  - Ending the Silence
  - Speakers' Meeting
  - CIT for law enforcement
- Recruit, support, honor and coordinate the volunteers who teach, run support groups , and provide presentations
- Supervise and support the Warmline volunteers, coordinators, volunteers and peer coordinators
- Ensure the programs, classes, and support groups have a sufficient number of trained teachers, peers and trainers and are organized, effective and evaluated
- Ensure processes of class enrollment are implemented, in collaboration with class coordinators, through use of data base (Sales Force) and spread sheets
- Ensure appropriate data and evaluation is collected, recorded, analyzed and used in a timely manner

## **COMMUNITY EDUCATION & ENGAGEMENT**

- Support the development and distribution of the bi-monthly newsletter
- In partnership with the Executive Director and Board, provide bi-monthly community speaker meetings

## **COMMUNITY RESOURCE DEVELOPMENT**

- Support the Executive Director and Board in its community fund development goals. Support can be but is not limited to staffing committees, creating & using collateral materials, using social media, staffing events, and providing donor stewardship
- Support the Executive Director and Board in developing strong relationships with donors and community members

## **GRANTS & CONTRACT SUPPORT & MANAGEMENT**

- Provide support for grant and contract obligations
- Ensure the completion of data entry on program services, the creation of needed reports, compiling of evaluation results and analysis of evaluations
- Support the research and development of grants as assigned

## **ADVOCACY**

- With the Executive Director and Board, establish and maintain relationships with key individuals and networks
- As assigned and in close partnership with the Executive Director, support NAMI's advocacy activities and campaigns

## **MINIMUM QUALIFICATION REQUIREMENTS:**

- B.A. or advanced degree or minimum two-four years of progressively responsible experience in the areas listed above, with a special emphasis on volunteer management. Experience in the mental health field is a plus.
- Deep connection to the NAMI-SCC mission, with the ability to build rapport with individuals and families affected by mental health conditions
- Demonstrated excellent management and leadership skills
- Significant expertise in volunteer management, including marketing, recruitment, training and stewardship
- Demonstrated written, oral and interpersonal communication skills
- Familiarity with database management and reporting
- Experience in dealing with the public, including giving public presentations
- Experience in the use of Microsoft Word
- Experience in using social media a plus
- Experience in Salesforce a plus
- Ability to work a flexible schedule, including some evenings and weekends

**DEMONSTRATED ABILITY TO:**

- Demonstrate diplomacy and tact and maintain confidentiality working with volunteers, donors, staff and Board Members
- Adapt to a changing environment with the ability to respond to and manage with a calm, mindful approach
- Be part of a high functioning team that values trust, communication, attention to detail, and accountability
- Be committed to NAMI's mission and goals

**OTHER REQUIREMENTS:**

- Must pass criminal background check and maintain a clean record
- Must provide own transportation, have a valid CA Driver's license, be insured and have a good driving record
- Must be able to stand, walk, and work at a computer for full workdays
- Must be able to safely lift up to 50 pounds and satisfy reaching requirements

**COMPENSATION & BENEFITS:**

- 32 hours/week
- \$24-\$25/hour, depending on experience
- Two weeks of annual vacation on a prorated basis plus 11 observed holidays
- Sick days are accrued according to law

**APPLICATION:**

1. A cover letter summarizing qualifications and indicating your specific interest in the position
2. A resume
3. A document or sample of a document previously written by the applicant to communicate to a Board, a funder, a volunteer or an area the applicant views will best represent him/herself. The sample can be up to 2 pages.
4. A list of three professional references including name, phone number and e-mail and your connection to them. References will not be contacted unless the applicant is a final candidate.

Incomplete applications will not be considered. Interviewed candidates may be asked for additional materials.

Email materials in PDF form to Brad at [bpilkingon@frontst.com](mailto:bpilkingon@frontst.com), 831.420.0120 x107

***NAMI of Santa Cruz County is an equal opportunity employer.***