



# Santa Cruz County

## **NAMI Job Description Family Programs Coordinator**

July 2023: Applications are accepted until the position is filled.

### **How to apply:**

Please email the following items to [info@namiscc.org](mailto:info@namiscc.org):

- Resume
- A cover letter that briefly outlines why you are interested and qualified for the Family Programs Coordinator position
- Three job references with contact information (references will only be contacted if you are chosen for an interview)
- **Only complete applications will be considered**

**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 believe in creating compassion, hope, equity, and empowerment for all those with mental health conditions and their families. We have a dedicated Board of Directors, staff, talented teachers, peer leaders, and over 30 volunteers who together operate various nationally recognized programs and provide compassionate services for families, clients, schools, providers, and the community.

### **Core Competency:**

- Ability to promote compassion and equity for those with mental health conditions and their families.
- Friendly, outgoing, conscientious team player
- Excellent communication skills
- Ability to represent NAMI at community meetings and events
- Ability to create promotional materials on various platforms
- Ability to engage, train, and motivate volunteers

### **Summary:**

The Family Programs Coordinator is responsible for assisting in the coordination of NAMI's programs, activities, and presentations. The position also supports NAMI's community engagement activities with an emphasis on supporting families and loved ones of someone with a mental health condition.

### **General Duties and Responsibilities:**

- The Family Programs Coordinator is responsible for virtual and in-person community outreach and participant support, through one-on-one and group sessions.
- Work with individuals, families to provide emotional support, public education, and referrals when needed.
- Comply with all state and federal privacy and security laws.

- Represent programs in the community and networks with other agencies and partners to ensure the support needs are met.
- Work closely with the Leadership Team to ensure all of NAMI's programs, advocacy, and services reflect NAMI's mission, strategic plan, and goals.
- Maintain a family-friendly, culturally competent environment.
- Work with the Program Managers to ensure the coordination of NAMI programs guided by community needs and NAMI policy.
- Work with the Program Managers to coordinate volunteers for all programs through outreach, training, and evaluation.
- Work with the ED and Program Managers to ensure contracts and grant obligations are being met for all programs.
- Help support families & peers on the phone and in person.
- Coordinate training for a sufficient number of teachers, facilitators, and presenters for all programs.
- Regularly meet with and support volunteers.
- In coordination with leadership, support all assigned aspects of NAMI's fund development efforts. This can include but is not limited to: Producing outreach and marketing materials; Supporting speaker meetings, fundraising, volunteer, and donor events.
- Keeps accurate notes and records in various databases.
- Performs additional duties as assigned.

#### **Required Qualifications:**

- Ability to demonstrate excellent management and coordination skills including volunteer management.
- Ability to demonstrate excellent oral, and interpersonal communication skills.
- Attention to detail, excellent organizational skills, flexibility, and adaptability.
- Experience in dealing with the public, including coordinating public presentations and supporting group facilitation.
- Proficient in using technology, including data entry and report writing, MS Office Suite, and email.
- Ability to demonstrate diplomacy and tact while maintaining confidentiality working with volunteers, peers, donors, staff, and Board Members.
- Ability to work occasional evenings and weekends.
- Ability to clear a criminal justice fingerprint background check and possession of a valid CA driver's license.
- Ability to demonstrate respect for all individuals, regardless of socio-economic background, culture, religion, sexual orientation, disability, or gender.
- Requires a car, insurance, and a clean DMV record for travel.
- Up to date COVID-19 vaccinations required.
- NAMI SCC follows CDC and Santa Cruz County COVID-19 policies.

#### **Preferred Qualifications:**

- Identify as someone with lived experience who has used or navigated behavioral health services in support of themselves or others.
- Bachelor's degree or a minimum of two years of progressively responsible experience in the areas listed above, which may be substituted for an advanced degree. (Experience with schools, youth, Latinx families, and the mental health field is a plus.)
- Proficient use of Canva and Mailchimp or the ability to learn these programs desired.
- Expertise in volunteer management.
- Bilingual fluency in English and Spanish is a plus.

**COMPENSATION:** \$26hr/Full time, 40 hours a week

**BENEFITS:** Negotiated health benefits

***NAMI of Santa Cruz County is an equal-opportunity employer. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, breastfeeding, political affiliation, sexual orientation, gender identity, color, marital status, or medical condition.***