

Peer Program Manager Job Description

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.

Summary:

As the Peer Program Manager, you will play a crucial role in advancing our mission to provide accessible, relevant, and culturally sensitive mental health support to the community. In this position, you will work under the supervision of NAMI Santa Cruz Executive Director to ensure all NAMI Santa Cruz peer programs are running smoothly. You will be responsible for supervising, coordinating, and training a team of around 10 part-time staff in various capacities who facilitate, teach, and coordinate our in-person and online peer programs, including our classes, support groups, and community presentations and events. You will also represent NAMI and build partnerships with various stakeholders, including other mental health organizations, to identify and help meet the needs of those in and adjacent to the mental health care system.

Key Responsibilities:

- Supervise staff and volunteers
 - Lead and supervise program coordinators and staff - provide guidance, support, accommodations, and discuss any issues with performance
 - Identify, develop, and/or organize trainings for existing and new program leaders
 - Solve problems through collaboration and adherence to our organization's mission, vision, and values
 - Identify, and coordinate new staff and volunteers as needed
- Maintain existing programs
 - Supervise the coordination and execution of NAMI-SCC peer programs
 - Meet and keep track of monthly, quarterly, and yearly program goals set internally, and by various grants and contracts
 - Design, implement, and analyze effective program evaluations

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- Determine and implement needed adjustments in programming to meet quality standards and address the unique needs of diverse populations
- Strategic planning, growth, and building partnerships
 - Identify gaps between programming and community need; work with staff to develop creative solutions, including building new programs or working with other organizations to advocate for need
 - Foster a culture of diversity, inclusion, and equity within the organization and programs, promoting sensitivity to the needs of marginalized populations.
 - Collaborate with other NAMIs (including state and national organizations), community partners, mental health professionals, and stakeholders to ensure the effective delivery of services
 - Develop comprehensive program strategies in line with the mission, vision, and values of the organization
- Community engagement
 - Answer phone calls and emails from community members with questions about our programs
 - Maintain and grow a list of contacts and spaces to conduct program outreach
 - Represent the organization in public events, conferences, various media outlets, and meetings to raise awareness and advocate for mental health support
- Administrative responsibilities
 - Collect relevant data, including participant demographic information, program evaluation information, and program information
 - Enter participant and program leader data into databases
 - Provide basic tech support for online programming as needed
 - Help with writing grants and donor outreach
 - Manage program budgets and monitor expenditures
- Other duties as assigned

Required Qualifications:

- Experience managing staff
- Social perceptiveness and empathy
- Ability to build and maintain professional helping relationships
- Ability to relate and communicate with diverse population and groups
- Resilience along with ability to assess situations
- Sensitive to the dynamics of social and cultural situations and can help facilitate communication.
- Responds effectively and sympathetically to any complaints from team or clients.

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- Ability to maintain confidentiality, where appropriate.
- Exceptional emotional intelligence: a high level of self-awareness and interpersonal skills, fostering positive relationships.
- Strong understanding of mental health issues, trauma-informed care, and culturally sensitive approaches
- Proven track record of successfully managing and leading teams to achieve program goals
- Demonstrated ability to develop and manage budgets, grants, and funding sources
- Strategic thinking, problem-solving, and decision-making capabilities
- Passion for advancing equity, diversity, and inclusion, with a commitment to serving marginalized populations
- Proficiency in Zoom and Google Drive (including Sheets, Docs, and Forms)
- Ability to quickly learn online tools including databases and survey tools
- Exceptional phone and email communication skills

Preferred Qualifications:

- Bachelor's degree or equivalent experience; advanced degree preferred.
- Leadership experience in a nonprofit or volunteer-based organization
- Knowledge of the Santa Cruz County mental health care system
- Knowledge of, or past experience with, NAMI
- Experience with implementing diversity, inclusion, and equity in an organization
- Experience in databases (Bloomerang, Salesforce, or others)

COMPENSATION: \$29 hr/Full time, 40 hours a week

BENEFITS: Health Benefits Reimbursement Plan through HRA and LSA accounts.

When applying please include a cover letter with a resume.

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.