

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:**

The Programs Manager oversees and coordinates NAMI's programs, activities, and presentations. This role also supports NAMI's events and community engagement efforts, ensuring alignment with the organization's mission and strategic goals. This position is required to be in the office between the hours of 9am to 5:30pm with flexibility.

**Key Responsibilities:**

***Supervision and Management:***

- Supervise and manage staff to achieve strategic plan goals.
- Conduct training and enforce organizational policies and procedures.
- Maintain a safe, healthy work environment and ensure legal compliance.
- Develop schedules, oversee program surveys, and resolve staffing issues.
- Ensure high-quality service and participant satisfaction.
- Report staffing issues to the Executive Director.

***Program Coordination:***

- Manage and coordinate programs for individuals with lived experience of mental illness.
- Provide outreach, emotional support, peer support groups, public education, and referrals.
- Comply with state and federal privacy and security laws.
- Represent programs in the community and network with other agencies.
- Deliver presentations and facilitate support groups on coping skills and stress management.
- Engage with diverse populations both in-person and virtually.
- Collaborate with the Leadership Team to align programs with NAMI's mission and goals.
- Maintain a culturally competent, family-friendly environment.
- Coordinate volunteers through outreach, training, and evaluation.
- Ensure compliance with contracts and grant obligations.
- Support strategic direction and fund development efforts.
- Build relationships with community partners to promote NAMI presentations.
- Increase program enrollment and maintain communication with volunteers and participants.

**Volunteer Support:**

- Promote volunteer leadership and identify potential new volunteers.
- Develop strategies for volunteer recruitment and retention.
- Train and support new volunteers.

**Administrative Duties:**

- Maintain accurate records and report data to NAMI National, NAMI CA and NAMI Santa Cruz databases.
- Assist in coordinating NAMI events.
- Other duties as assigned.

**Required Qualifications:**

- Experience with managing staff.
- Proficient in creating promotional materials across various platforms.
- Capable of representing NAMI at community meetings and events.
- Excellent communication and interpersonal skills.
- Proven management and coordination skills, including volunteer management.
- Strong oral and interpersonal communication skills.
- Detail-oriented with excellent organizational, flexibility, and adaptability skills.
- Experience in public engagement, presentations, and group facilitation.
- Proficiency in technology, including data entry, MS Office Suite, and email.
- Demonstrates diplomacy and confidentiality with volunteers, peers, donors, staff, and Board Members.
- Availability for occasional evenings and weekends.
- Ability to pass a criminal justice fingerprint background check and possess a valid CA driver's license.
- Respect for diverse individuals and groups.
- Own a car, insurance, and maintain a clean DMV record for travel.
- Up-to-date COVID-19 vaccinations are required.
- Adherence to CDC and Santa Cruz County COVID-19 policies.

**Preferred Qualifications:**

- Bachelor's degree or equivalent experience; advanced degree preferred.
- Experience with schools, youth, Latinx families, and mental health.
- Proficiency in Canva and Mailchimp or willingness to learn.
- Expertise in volunteer management.
- Bilingual fluency in English and Spanish is a plus.

**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.