

JOB DESCRIPTION

Position Title: *Programs Manager*

Classification: Non-exempt

Hours: 20 hours per week, no benefits

The Organization

NAMI Greater Mississippi Valley is one of the oldest affiliates of the nation's largest grassroots organization dedicated to improving lives of individuals living with a mental health condition and their families. A 501c3 nonprofit, NAMI helps individuals and families in an eight-county region by providing education, advocacy, and support. Our programs are nationally developed and delivered by trained volunteers who have lived experience with mental illness. Education and support programs are provided at no cost to participants.

Summary/ Objective

The Programs Manager is responsible for the development and day-to-day operations of education and support programs. The Programs Manager will study and analyze community need and build upon partnerships for the delivery of NAMI programs within the continuum of care in our community. The manager is also responsible for contact processes for individuals served by programs and documenting outcomes using data analysis. The manager recruits and supervises program volunteers and works with a board-level working committee dedicated to measuring and continuously improving upon the delivery of education and support programs.

Essential Functions

Programming

- Plans, organizes, and oversees the operations of all programs.
- Ensures that programs requirements, goals and standards are met. Monitors overall quality of programs.

People Management

- Supports volunteer instructors & facilitators, and educational interns.
- Responsible for screening, supervision, evaluation and de-certification of instructors, facilitators, and educational interns.
- Performs and develops orientation, training, and professional development. This includes the organization of the Quarterly Volunteer & Leadership Meeting.
- Maintains current volunteers in all database systems through affiliate and NAMI national.

Fiscal

- Provides program information for follow up with funders and required reporting in compliance with grants' guideline, assisting development staff.
- Works closely with Executive Director on monitoring programs' budget.

Planning

- Makes recommendations for development of new programs or enhancement of existing programs.
- Implements new and/or expanded programs in accordance with the strategic plan.

Reporting

- Uses dashboard tool to monthly report to Executive Director – for inclusion in Staff's administration report to the board.
- Meets weekly with Executive Director regarding program status and opportunities.

Agency Marketing and Outreach

- Coordinate with community organizations, public agencies and volunteers for presentations and relationship building.
- Initiate and encourage the local communities' involvement in NAMI GMV programs.

Other Duties as Assigned

- Flexible and adaptable to meet needs of the organization and the expectations of funders.

Supervision Exercised

Recruit, organize and manage 40+ education and support volunteers.

Supervision Received

The Program Manager reports directly to the Executive Director. The E.D. provides oversight, input, direction, and support. The E.D. will provide quarterly and annual performance evaluations.

Knowledge, Skills and Abilities Required

- Knowledge of severe and long-term mental illness. Knowledge of and appreciation for the special concerns and problems of those with mental illness and their families and caregivers.
- Familiarity with the public and private systems, resources and laws impacting individuals with mental illness.
- Experience interacting effectively with individuals who are experiencing active symptoms of mental illness.
- Knowledge of current literature, trends, and developments in the field of mental health.
- Successful Management/ Leadership experience, preferably in a professional/ nonprofit capacity.
- Experience working with volunteers and interns – desirable.
- Experience writing, receiving and managing grant funding - desirable.
- High level of proficiency in all Microsoft Office applications including Excel.
- Experience with desktop publishing.

Competencies

- Excellent interpersonal, verbal and written communication skills.
- Energetic, enthusiastic and demonstrated ability to inspire, motivate and engage others.
- Ability to convey appropriate messages in a meaningful and compelling way and represent NAMI GMV through various forms of public engagement.

- Ability to work collaboratively with diverse groups within and outside of the organization.

Position type and expected hours of work

This is a part-time, non-exempt position that offers no additional benefits. Some evenings and weekend work will be required. This position offers flexible work hours, with an established in-office presence.

Travel

Ability to transport self is required. Local travel is required with use of personal vehicle. Proof of insurance is required. Mileage is reimbursed at a pre-determined rate.

Required Education and Experience

Master of Social Work preferred, Bachelor's Degree or a minimum of 5 years of related experience required.

Physical Demands

- Standing – Approximately less than 1/3 of on-the-job time.
- Walking – Approximately less than 1/3 of on-the-job time.
- Sitting – Approximately 1/3 to 2/3 of on-the-job time.
- Use of hands to finger, handle or feel and reaching with hands and arms – Approximately 2/3 of on-the-job time.
- Talking or hearing – Approximately greater than 2/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately (5-25) pounds, 1/3 of on-the-job time, non-continuously.
- Vision – Close, distance, color, peripheral and depth perception for use of phones, computers, and color-coded files.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

- Environmental – There is little to no exposure to hazardous environmental conditions.
- Noise – Moderate noise level in execution of duties due to business office with computers and printers and light traffic, meeting attendance and participation in office activities.

EEO Statement: NAMI GMV is an equal opportunity employer. As such, we make employment decisions based on each person's performance, qualifications, and abilities. NAMI GMV expressly prohibits discrimination in employment opportunities or practices based on race, color, religion, sex, national origin, age, sexual orientation, gender identity, disability, veteran status, political affiliation, or any other characteristic protected by federal or state law.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the Program Manager. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.