



NAMI Northern Nevada

Program Coordinator Job Description

Purpose	Provides program coordination with NAMI signature programs, education courses, support groups, other Signature programs and any programs developed by the Affiliate.		
Compensation / Benefits	Salary: \$20/hour - plus accrued paid time off. No other benefits		
Location	Hybrid - In office, remote work and in the community	Length of Appointment	Upon hire date to September 30, 2023, with possible extension with secured funding
Supervision	Executive Director	Time Commitment	Full time, 80 hours per pay period

Introduction

[National Alliance on Mental Illness \(NAMI\) Northern Nevada](#) NAMI is the nation’s largest grassroots mental health organization. We are one of four affiliates in our state and one of over 650 affiliates across the country. Our mission is dedicated to improving the quality of life for people with mental health conditions (peers) and their families through support, education, and advocacy. We provide support groups, education classes, presentations and training to families and peers impacted by mental health conditions at no cost to the community. Our programs are led by families and peers with lived experience working to empower others in their recovery journey.

Position Summary

The Program Coordinator is an individual trained in NAMI practices and procedures, who is responsible for maintaining NAMI Northern Nevada program policies and procedures, coordinating and executing NAMI programs and Education Courses as well as the Youth Peer Recovery Support Specialist Internship. The Program Coordinator will be responsible for the development, coordination, staffing and implementation of NAMI programs, trainings, and membership management. The Program Coordinator shall also assist the Executive Director with community outreach, program development, and other administrative tasks as required.

Primary Duties and Responsibilities

- Works with the volunteer and paid staff to administer NAMI Signature education courses, support groups, other Signature programs and any programs developed by the Affiliate.

- Responsible for performing assigned tasks in a manner that supports and guides the organization's mission to deliver programs.
- Responsible for communicating effectively with the volunteer base and staff, in a timely and effective manner, and collect and report all pertinent data.
- Help develop the volunteer base by working with State Trainers to set-up trainings
- Process memberships and send monthly membership renewal letters
- Answer and keep records of Helpline calls, annotating data required for reporting.
- Actively assist in social media platforms (website, twitter, Instagram, Facebook) management
- Actively participates in the development and execution of the Youth Peer Recovery Support Specialist Internship

Administrative

- Participate in staff meetings and training.
- Procure needed program supplies and materials, according to approved budget
- Ensure Affiliate program documents are filed and retained according to retention procedures.
- Participate in monthly Board of Directors meetings
- Participate in Community Tabling and Special Events
- Ensure Affiliate documents and other requirements are uploaded to NAMI Profile Center in NAMI360/720
- Coordinate Event planning for fundraising events and other meetings
- Other duties as assigned

Other Duties

- Demonstrate a level of knowledge and skills within a specific activity to consistently meet or exceed service requirements.
- Report any activities that may violate established laws, regulations, policies, or procedures. Raise questions about any actions contrary to law or policy taken by another staff member or volunteer and report the matter to the Executive Director.
- Other duties as assigned.

Entry Level Requirements (Education/Certificate/License/Skills and/or Experience)

- Minimum of a high school diploma/GED or higher.
- Must possess a valid driver's license.
- Have access to reliable transportation to meet with community members
- Ability to pass a background check (Having a past discrepancy does not automatically make applicant ineligible for this position. It will be reviewed on a case by case basis along with all other qualifications).
- Effectively communicate in the English language, including following oral and written instructions.
- Excellent interpersonal skills to interact effectively with a variety of people and personalities inside and outside the organization
- Able to effectively handle interactions at all levels and to respond appropriately in sensitive situations
- Self-motivated, fast learner, show initiative, willing to seek out needs and meet them
- Diplomacy and tact to handle and resolve difficult issues

- Strong knowledge of community resources and basics of mental health and self-care.
- Working knowledge of local resources in the Washoe County area.
- Demonstrated proficiency in program development and management.
- A positive, welcoming attitude and outstanding internal/external customer service skills, including handling difficult issues with sensitivity. Ability to conduct oneself in a professional manner at all times and to communicate effectively and appropriately with a variety of people from many cultures and diverse backgrounds.
- Demonstrated strong organizational skills; experience prioritizing projects and working on several projects simultaneously with interruptions. Efficient and accurate in completing tasks as required, attending to detail, and able to anticipate and meet deadlines while working under pressure of multiple and changing priorities
- Strong aptitude to work in a collaborative setting on multiple projects or programs
- Demonstrated proficiency in computer skills to perform job duties including desktop computing, email, timesheet management, using Microsoft Office Applications, Slack, Zoom, and other relevant software.
- Must have basic electronic communication and internet skills to gather information required for the program or program participants.
- Must be able to use new computer systems and/or software functions as they become available.

Key Performance Indicators

- Demonstrated ability to effectively manage all NAMI Signature programs (support groups, education courses, any other program implemented by the Affiliate).
- Demonstrated ability to keep boundaries and form appropriate professional relationships with staff and volunteers.
- Demonstrated consistent behaviors in patience, creativity, flexibility, compassion, and sensitivity to persons with disabilities and other minority populations.
- Demonstrated ability to adhere to a flex schedule which allows for evening and weekend hours as may be required to respond to community events.

Physical Demands

- While performing the duties of this job, the Program Coordinator is required to sit at a desk with ergonomically appropriate equipment and to do some light lifting (up to 25 lbs.), climb steps, and walk around multiple locations and in the community in areas that may not be handicap accessible. Reasonable accommodations will be made to enable individuals with disabilities to perform his/her essential job duties.

Work Environment

- The noise level in the work environment is usually moderate. Reasonable accommodations will be made to enable individuals with disabilities to perform his/her essential job duties.

Equal Opportunity Employer

- NAMI Northern Nevada is fully committed to equal employment opportunities (EEO). All employment decisions will be made without regard to race, color, age, religion, sex, pregnancy, marital status,

familial status, disability, national origin, sexual orientation, veteran status, status with regard to public assistance or activity in a local human rights commission. In addition, we comply with all applicable state and local laws governing nondiscrimination in employment in every location in which we maintain facilities.