



Northern Nevada

Community Impact Specialist (Part Time)

Purpose	Provides insight and analysis of community needs in order to increase outreach efforts and design and expand efficient NAMI offerings and build stronger relationships with like-minded partners in the region.		
Compensation / Benefits	Salary \$34,560- plus accrued paid time off. No health insurance or retirement benefits. \$24/hour; 30 hours per week		
Location	Hybrid - In office, remote work and in the community	Length of Appointment	At-will Grant Period – October 1 – September 30 - Subgrant funded position
Supervision	Executive Director and Program Manager	Time Commitment	Full Time, 60 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 **Community Impact and Partnerships Specialist** is an individual fully experienced and trained in NAMI practices and procedures, who is responsible for outreach efforts, research, reporting, and community collaboration to build stronger relationships in the community and offer insights into programming needs for underserved populations in the region. The role will be responsible for the development and coordination of impactful community outreach and will work closely with the Program Manager to ensure all NAMI Northern Nevada offerings are aligned with filling community needs based on the scope of NAMI offerings and capacity. The role shall also assist the Program Manager and Executive Director with community outreach, program development, and demographic and needs assessment reporting.

Primary Duties and Responsibilities Program

Management

- Determining which education programs are currently required based on inquiry, community need, and previously held classes within the year to include increasing programs in underserved populations.
- Schedules all outreach and tabling event efforts. This includes coordinating the staffing of each event and training each individual to represent NAMI Northern Nevada.
- Participates in community partnership meetings and schedules presentations with community agencies to promote NAMI Northern Nevada services
- Takes inventory of NAMI NNV swag items and works with Program Manager to establish inventory needs.
- Works closely with the Program Manager to increase community partnerships and program offerings.
- Contacts community agencies/workgroups/collaborative efforts directly to coordinate meeting dates and represent NAMI Northern Nevada in community program initiatives
- Determine the effectiveness of presentations and provide outreach initiatives to interested agencies regarding all program offerings
- Coordinate community offerings based on need assessment. This includes event planning for specialty groups and single events hosted by NAMI Northern Nevada and collaborative partners.
- Evaluate community concerns and design specific outreach initiatives that increase awareness of NAMI programming and remove barriers to access to NAMI programming for the following but not limited to: un-homed, youth, adults experiencing mental illness, transitioning from incarcerated states, transitioning into adulthood, transitioning from the foster care system, seniors, and veterans.
- Develop a data reporting system that is comprehensive of NAMI and community efforts as a public report to be used by Washoe County that will provide greater understanding of mental illness and the effects of mental illness, the barriers of treatment, and success of peer led support programs.
- Develop Annual NAMI Northern Nevada Community Impact & Needs Assessment (CINA) Report to compile impact of NAMI programming, demographics served, other community programs, barriers, and gaps still needed to fill.
- Constructs Annual Report for donors and community supporters
- Collaborated with community partners to building strong relationships through event co/hosting, information and education seminars, and resources.
- Work with Program Manager to compile data collection reports on all programming.
- Work with Marketing & Communications team to develop strong messaging behind mission and tailor community outreach accordingly to needs and population served.

Record Keeping and Data Reporting

- Maintains organized files and data reporting both quantitative and qualitative to be used for grant reporting, community reporting, and program assessment and needs in collaboration with Program Manager and Executive Director
- Works with Program Manager to compile monthly education report and other reports as necessary and needed in a timely manner.

Promote NAMI resources throughout the community.

Origination Date: January 15, 2025 Revision Date:

- Representing NAMI in the community by attending tabling events, community meetings and promoting working relationships with other agencies, including giving presentations
- Assist Marketing team with distributing program and event flyers to community partners, families, and individuals.
- Track all community events and presentations in Outreach spreadsheet
- Maintaining relationships, communicating, and meeting with external community partners (nonprofits, hospitals, clinics, local schools, service providers, community groups, churches, senior programs, youth programs, and others) to share program brochures, program/event updates, etc.
- Other tasks as assigned by Executive Director, NAMI staff or Board Members as needed

Knowledge, Skills and Abilities:

- Highly ethical and honest with all internal and external contacts
- 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
- Able to maintain data privacy and confidentiality
- Detail-oriented, organized, and able to apply effective time management skills to meet deadlines
- Able to successfully prioritize and manage multiple tasks and numerous projects
- Strong computer skills, including Microsoft Word, Excel and Google Drive, Dropbox, Internet, and applicable software and video conferencing platforms
- Strong knowledge of community resources and basics of mental health and self-care
- 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

Physical Requirements to Perform This Job Employee

must be able to:

- Exceptional written and verbal communication with staff and community partners.
- Effectively communicate in the English language, including following oral and written instructions
- Ability to attend virtual and in-person meetings, walk upstairs, operate an elevator, carry up to 20lbs.
- Apply manual dexterity, visual acuity, and ability for computer keyboarding, office equipment use, reviewing detailed reports, information, and fine print

- Have access to reliable transportation to meet with community members

Tools and Equipment Used

- Employee must be able to use telephone, calculator, copy machines, computers, printers, and other office equipment and software. If working remotely, must have appropriate computer and telephone equipment to provide same services offered in office.

Administrative

- Participate in staff meetings and training as needed and deemed necessary for personal and professional growth
- Monitor needed supplies and materials for events and community relationships. Provide requests to Program Manager

Other Duties

- 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 or yourself, and report the matter to the Executive Director.

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

- Associate Degree or Higher
 - Must possess a valid driver's license or ID card.
 - Community driven with passion for connecting with others.
 - 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).
 - Working knowledge of local mental health resources in the Washoe County Area
 - 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 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.
- Demonstrated ability to work independently of supervision as applicable.

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.