NAMI GREATER CLEVELAND
JOB DESCRIPTION

| Job Title: | Support and Education Coordinator | FLSA Status: | Exempt |
| Reports To: | Program Director | Grade: |
| Department: | Programs | Last Revision: | 2-4-2020 |
| Approved By: | Executive Director | |

PURPOSE

Facilitates NAMI Greater Cleveland’s support and education programs and courses to ensure that support for and education about mental illness, coping skills, and advocacy are available throughout the Greater Cleveland community. This is a full-time, exempt position.

ESSENTIAL JOB RESPONSIBILITIES

1. Facilitates and provides support programs and/or support groups for peers and families in targeted and diverse populations.
2. Facilitates and assists with planning NAMI education programs and trainings, including Family-to-Family, Peer-to-Peer, Understanding Mental Illness, Mental Health First Aid, and others.
3. Trains and onboards volunteers in an effective, timely manner; coordinates volunteers and provides ongoing support to ensure volunteers’ successful participation in family/peer support and other community-based groups and programs.
4. Facilitates and assists with programs to serve targeted and diverse populations, to include faith/spiritual communities, minority communities, special populations, etc., as needed.
5. Provides immediate attention to calls to the Information and Referral Helpline or consumer walk-ins, and provides timely follow-up as necessary.
6. Collects and maintains accurate, timely program data and records necessary for the proficient administration of the organization’s initiatives and the provision of progress reports for all NAMI Greater Cleveland, NAMI Ohio and NAMI National programs and services.
7. Assists in development of policies and practices for NAMI Greater Cleveland programs, services and organization; works collaboratively with all aspects of the organization in developing new programs.
8. Assumes additional responsibilities and performs special projects and/or duties as needed or directed by the Program Director.

JOB REQUIREMENTS

1. Minimum High School Diploma with at least three years’ experience facilitating mental health education & awareness programming in peer support or prevention role within mental health system, and knowledge of best practices with families/peers, is required. Associate’s/Bachelor’s degree in social work, psychology or human services field of study preferred.
2. Three years’ experience providing peer support required; Ohio certification as Peer Recovery Supporter preferred.
3. Experience with and/or knowledge of National Alliance on Mental Illness (NAMI)’s vision, mission, and values.
4. Certification (or eligible for certification) to lead and/or provide training for NAMI signature programs.
5. Experience with training and coordinating volunteers.
6. Basic computer literacy/proficiency, including proficiency with Microsoft Office.
7. Current Ohio driver’s license and reliable transportation.
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8. Ability to work both in office and community settings; flexibility to work some evening and weekend hours as required.

Personal Characteristics
1. Ability to respect, relate to and represent the interests of all persons with mental illness and their family members, and to respect the values, norms and customs of diverse populations and cultures.
2. Ability to maintain positive, collaborative relationships with volunteers; committed to supporting and nurturing volunteers’ ongoing skill development.
3. Maintains a high level of energy and enthusiasm for NAMI’s mission and purpose; demonstrates a consistent positive attitude and strong work ethic.
4. Active listening skills; ability to empathize with and support each individual’s unique path to recovery.
5. High attention to detail; excellent organization and follow-up skills.
6. Excellent oral and written communication skills; ability to express self clearly, effectively and concisely.
7. Ability to manage multiple tasks while maintaining a professional demeanor.
8. Ability to tactfully and effectively deal with public and staff in a personable and professional manner.
9. Ability to work independently with general direction; proactive and self-motivated.

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Requires ability to occasionally lift or move up to 20 pounds. Travel by automobile to local facilities required regularly; travel to off-site training sessions and/or meetings occasionally required.

WORKING CONDITIONS

Majority of work performed in a general office environment. May require availability for additional hours as needed. Requires regular participation and attendance at organization sponsored events and meetings.

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of NAMI Greater Cleveland. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder’s responsibility.
EMPLOYEE ACKNOWLEDGMENT

I have read this job description and discussed it with my supervisor.

_____________________________  _______________________
Employee                              Date

_____________________________  _______________________
Supervisor                             Date