

PROGRAM DIRECTOR

POSITION SUMMARY

The Program Director is responsible for oversight and implementation of all NAMI Greater Cleveland's programming and services, to include program planning and development, program management, program evaluation, and supervision of staff.

KEY RESPONSIBILITIES

- Assess community and program needs
- Manages programs and services to insure program integrity, efficacy and efficiency.
- Plans and develops new programs or recommend program modification in concert with the Executive Director and Board Program Planning and Evaluation Committee
- Tracks outcome, process and impact evaluation of all NAMI programs. Ensures on-going evaluation of services and what impact they have on participants including developing staff internal data and monitoring collection tools. Monitors database for effectiveness and efficiency in data collection and works with data consultant to ensure quality reporting utilizing management reports.
- Assists participants in the grievance/complaint process to ensure timely and effective resolution.
- Completes all program reporting requirements in a timely fashion maintaining records and meeting program standards as outlined in grant proposals and contracts.
- Prepares ongoing program information, content and budgets as necessary related to proposals to funders
- Prepares budget with program staff as part of annual budget process of the organization
- Provides ongoing supervision (educational, administrative, supportive) to all program staff, assisting them with managing projects and providing direction through planning, coaching, training, and appraising job results to review for productivity and efficiency aligning their goals to program goals and objectives.
- Assesses community needs, develops appropriate culturally sensitive and relevant programming and coordinates all Multicultural Outreach Initiatives.
- Acts a liaison to internal and external stakeholders including but not limited to members, volunteers, other provider organizations, funders, NAMI Board (& Committees) NAMI affiliates, NAMI Ohio, NAMI national, and the ADAMHS Board.
- Represents the organization at national, state, and local meetings, conferences, and conventions as required. Attends related regularly scheduled or ad hoc meetings as appropriate.
- Maintains professional affiliations to enhance professional growth and development and to keep up with the latest trends in agency administration.
- Assumes additional responsibilities and performs special projects as needed or directed.

REQUIRED SKILLS

- Ability to relate to persons of all ages from diverse populations.
- Ability to represent the interests of persons with serious mental illness and their family members.
- Knowledge of, and experience with the Mental Health System including agencies and best practices
- Proficiency with Microsoft Office applications, internet and intranet usage, and various databases.



Greater Cleveland

- Attentive, active listener
- Able to facilitate group meetings
- High attention to detail, follow-up, self-motivated, proactive, solution focused.
- Demonstrated team building and supervisory skills with either Peer Support and / or volunteers; organizational and staff development skills.
- Ability to express self effectively and concisely, both orally and in writing.
- Ability to manage multiple tasks while maintaining a professional demeanor.
- Ability to establish and maintain a comprehensive record-keeping system and office procedures.
- Ability to tactfully and effectively deal with public and staff in a personable and professional manner.
- Ability to work independently with general direction.
- Ability to work within high stress environment to manage crisis situations.
- Maintains a high level of energy and a consistent positive attitude.

REQUIREMENTS

- Master's Degree required in Social Work, Psychology or related field
- Previous Supervisory experience
- Valid driver's license & reliable transportation
- Preferred: LSW, LPC or equivalent

PREFERRED REQUIREMENTS

- Previous experience in program development, program management, supervision, program evaluation, group work, and public speaking.
- Knowledge of mental health systems
- Proficient in Microsoft Office

JOB CLASSIFICATION:

This is a Full-Time, exempt position performed in both general office and community environments. Position requires flexible hours and may include weekend and evenings. Requires regular participation and attendance at organization sponsored events and meetings.

Resume and cover letter emailed to Liz Krull at LKrull@namicleveland.org.
Deadline is September 23, 2019.