



National Alliance on Mental Illness

NAMI | Wake County

Job Title: Program Manager
Reports To: Executive Director
FLSA Status: Exempt

About NAMI Wake County

NAMI Wake County (NWC) is an affiliate of the National Alliance on Mental Illness (NAMI) nationwide network, including NAMI North Carolina and NAMI National. NAMI is the nation's largest grassroots, volunteer supported mental health organization dedicated to building better lives for millions of Americans affected by mental illness. NWC's vision is a diverse, equitable, and inclusive community where mental health is valued, and individuals affected by mental health challenges have access to quality resources to live healthy, fulfilling lives. We have been in operation for over 37 years in Wake County.

Over the past three years, NWC has built its Board of Directors into a helpful, capable, and committed group of passionate advocates dedicated to building an enterprise that helps people in need. All Board members have personal, family or friend experience with mental illness and are trying to access and provide needed services. Some members work in the mental health or wellness field. NWC recently completed a strategic planning process, resulting in the direction that the organization will be focused on, with an emphasis on the following 3 goals:

- **CATALYST:** We will be a catalyst to ensure mental health resources are available, accessible, and easy to navigate in Wake County.
- **IMPACT:** We will improve the lives of individuals in all Wake County communities via support and education programs.
- **SUSTAINABILITY:** We will advance a sustainable organizational model to support delivery of the NWC mission.

Position Overview

Under the supervision of the Executive Director, the Program Manager plays an important role in the strategic vision of the organization. This Program Manager ensures that our cities and communities are served through quality educational programming and support services that further the mission of NWC. The position also promotes a collaborative and inclusive culture where volunteers feel valued and respected. Volunteers are critical to the successful functioning of the organization. A successful candidate in this position will be able to cultivate relationships and multi-task efficiently. This is an individual contributor position without direct supervisory responsibilities.

Duties and Responsibilities include but are not limited to:

Strategic Direction

- Oversee the amplification of support groups, classes, and presentations.
- Develop new training and development opportunities for volunteers.
- Recruit and retain new volunteers.
- Launch outreach to re-engage former community partners and identify new ones.
- Systemize current processes and develop new ones.

Programs Management

- Develop and oversee the implementation of programs to advance NAMI's mission and objectives.
- Lead all aspects of NAMI Wake County programs, including but not limited to:
 - Coordinate programs, including planning, scheduling, and logistics management of classes, support groups and presentations throughout the service area.
 - Set program priorities, allocating resources, and making strategic program decisions.
 - Grow program participation, measured through number of presentations & number of program participants.
 - Improve program quality and fidelity, as measured through surveys and program leader reporting.
 - Create and adhere to program budgets.
 - Work with staff, the Board, and other volunteers to ensure visibility of community programs through agreed upon marketing efforts.
- Develop and expand youth-serving programs, including but not limited to:
 - Ending the Silence (presentation for middle and high school students, teachers, administrators, and/or parents), and
 - Next Gen Advisory Council (young adult advisory group representing the voices of young people across Wake County).
- Communicate frequently and in a timely manner with the Executive Director, and any applicable staff and Board Member(s) responsible for or engaged in any programmatic oversight.
- Collaborate and coordinate with Executive Director and Fund Development Lead to thoroughly and accurately track, maintain, and report all metrics for organizational KPIs and any agreed to metrics from third parties (grants, private donors, companies, etc.):
 - Evaluate the effectiveness of all programs activities regularly to ensure goals and organizational KPIs are being achieved, developing new strategies as needed to support KPI achievement goals.
 - Provide updates on programmatic progress and success to the Executive director; develop monthly and/or annual reports on program metrics for the Board.
 - Make decisions regarding proper tools within limited budget, to track, analyze, and report on impacts/outcomes of all program initiatives.

Volunteer Management

- Lead volunteer engagement, including but not limited to recruitment, intake, training, ongoing development, retention, and appreciation.
- Oversee volunteer program leads.
 - Actively listen to concerns, ideas, and feedback.
 - Acknowledge achievements and provide guidance when necessary.
 - Delegate tasks and responsibilities to program leads to empower them and foster their growth.
 - Support development by providing opportunities for training, learning, and growth.
- Welcome new volunteers to help them feel connected and to uphold the NWC brand.
 - Communicate with volunteers as needed to orient them to the NAMI community and assist in signing up for volunteer opportunities.
 - As needed, provide personalized assistance to individual volunteers who may need additional attention to be connected to volunteer opportunities.
- Serve as primary point of contact when technical tasks, questions, or issues arise when volunteers need help with signature programs delivery and reporting mechanisms.
- Track hours and impact from volunteer activities, as needed.
- Maintain complete volunteer data in donor management software.
- Support the production and delivery of a volunteer newsletter.

Outreach and Fund Development

- Represent NWC by speaking to the community at events, public venues, volunteer fairs, and more as needed.
- Assist with the procurement of program funding through grants and other funding mechanisms.

Competencies

- *Planning & Organizing* - Identifies the sequence of tasks and the resources needed to achieve a goal, and prioritizes key action steps. Anticipates the impacts and risks of decisions and actions. Detail oriented. Possesses knowledge of program management principles, non-profit operations, and best practices in the relevant program area.
- *Communication* - Able to inform orally and in writing, with clarity, good effect, and timeliness. Listens actively and is able to engage, inspire and persuade.
- *Prioritization* - Uses time efficiently. Concentrates efforts on the more important priorities. Can attend to a broad range of activities, juggling multiple projects and anticipating needs.
- *Technical Proficiency* - Able to operate Microsoft Office / Microsoft 365 tools. Able to learn NAMI Wake County software systems, including donor databases.
- *Independent & Collaborative* - Works well both independently and collaboratively with other team members to achieve goals. Self-starts. Able to pivot and adapt to changing situations on the fly.
- *Inclusion, Support, & Mentoring* - Exhibits empathy and compassion while providing support to volunteers, navigating conflicts or incidents, and addressing concerns.

Experience and Qualifications

- Bachelor's degree in related field or equivalent experience; 3+ years' experience (program delivery or volunteer management)
- Familiarity with NAMI at the affiliate, state, or National level is preferred.
- Passion for NAMI Wake County's [mission, vision, and values](#).
- Commitment to diversity, equity, inclusion, and accessibility.
- Lived experience, personally or with a family member or friend, is a plus.
- A background with nonprofit organizations is a plus.
- Event planning experience is a plus.
- Flexibility to work occasional nights and weekends
- Valid Driver's License
- Ability to pass a criminal background check.

Physical Demands:

While performing the duties of this job, the individual must be able to remain in a stationary position for 90 percent of the time while performing office work. The individual needs to occasionally move about inside the office. They constantly operate a computer and other office productivity machinery, such as a computer printer. The employee must regularly lift and/or move up to 15 pounds, occasionally lift and/or move up to 25 pounds.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability, and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Benefits & Compensation

The expected hiring range for this full-time (40 hours/week) position is \$58,000-\$63,000 commensurate with experience and qualifications. This is a full-time exempt position with the expectation that the Program Manager will work evenings and weekends from time to time to represent the organization at public events and attend Board Meetings.

Benefits include: Healthcare and mobile phone stipend, 18 days Paid Time Off (vacation & sick), 10 paid holidays, up to 10 team-wide/organization-wide wellness days as approved by the board, a mission-driven and purposeful workplace culture, and more.

Hybrid Workplace: At least 3 days per week in-office required (additional days as needed, or if desired by employee). Subject to change if role requirements are not being met remotely.

NWC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, citizenship, color, family or medical care leave,

gender identity or expression, genetic information, immigration status, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran or military status, race, ethnicity, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable local laws, regulations and ordinances.

TO APPLY: Email a resume, cover letter, and three references to careers@nami-wake.org.