



Job Description

Title: Program Manager

Classification: Non-exempt, Part-time (32 hours week)

Rate of Pay: 28.00 - 32.00 hour, based on experience and skill

Benefits: Paid time off and medical premium contribution

Location: Hybrid: Remote & In Person: San Rafael, CA

About NAMI

NAMI, the National Alliance on Mental Illness, Marin County is the local affiliate of the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness and their families.

Through the efforts of dedicated volunteers, board members, and its staff, NAMI Marin works to 1) Collaborate with Marin County mental health stakeholders to advocate for families of those affected by mental illness, reduce stigma, and work toward improved access to and quality of mental health treatment; 2) Offer education and support programs provided by NAMI National as well as those customized for our local community; 3) Help families and individuals navigate the mental health resources and services available in Marin County; and 4) Maintain a strong operational foundation by being financially self-sustaining with a highly engaged and well-trained volunteer base.

Position Summary

Under the direction of the Executive Director the **Program Manager** will provide administrative, program, and operational support that furthers the work and mission of NAMI Marin. Responsibilities include managing the NAMI Marin physical and remote/digital office and administrative systems; providing quality general and executive level administrative support; and as Program Manager, staying current on all NAMI Marin programs, developing and maintaining relationships with program volunteers, fostering volunteer engagement, coordinating and/or providing training, and supporting a range of program logistics and administrative needs.

The ideal candidate will have strong verbal and written communication, interpersonal and relationship building skills, solid program or project management experience, administrative support practice and skills, plus proficiency with computer/software system, and bilingual Spanish fluency is a plus.

This position is based in San Rafael, CA; it is a part-time, hybrid role.

Responsibilities

Program Support

- Develop and maintain relationships that support ongoing volunteer engagement with approximately 30 volunteers who run the Helpline, Family-to-Family (F2F) classes and Family Support Groups.
- Become NAMI certified as a support group facilitator upon hire, and maintain up-to-date certification in order to provide as needed back-up as support group facilitator and/or for a F2F teacher.
- Organize and host quarterly volunteer events (e.g., brunches/lunches) that foster engagement, recognition, and ongoing updates/training.
- Research organizational requirements of NAMI National for their signature programs and assist as assigned with implementation.
- Report program data as required by NAMI National
- Provide technical and computer assistance for volunteers, including F2F teachers
- Monitor and track support group and class registration/data, assisting with participant sign-ups for the F2F classes, 2-3 times a year
- Cover basic logistics including class binders/materials, track and file sign-in sheets, collate evaluations, refreshments and binders before classes

Operations and Admin Support

- Provide professional, safe, clean and friendly office/reception environment.
- Provide and/or ensure timely and appropriate responses to phone, electronic and in-person requests.
- Maintain up to date physical and digital records
- Provide as needed updating of office processes and systems, researching and recommending improvements and coordinating implementation
- Manage budgeted office expenses and office supplies inventory, placing approved orders
- Coordinate meetings, including scheduling, logistics and agenda preparation
- Provide other administrative support, as needed or requested by ED, including but not limited to preparation of minutes, correspondence, agendas, and reports.
- Provide as needed or requested coordination of information for ED, community contacts, volunteers and team members.
- Provide periodic updates as assigned of organization policies, guidelines and procedures.
- Stay up to date on and adhere to organization policies, guidelines and procedures, including those pertaining to the protection of confidential information
- Keep the Executive Director up to date on key areas.
- Other duties as assigned, including assisting with activities related to fundraising/development.

Required Qualifications

- Minimum 2-3 years of professional experience providing program and/or office administrative support, preferably in a non-profit, mission-driven organization. Equivalent training and experience may be considered.
- Strong written and verbal communication skills, with excellent listening and interpersonal skills
- Highly proficient technical skills including electronic file storage and communication systems, internet, office software (G-Suite, Microsoft Word, Excel, and office systems (phone, printer, video equipment, etc.)
- Growth mindset—ability to learn new software, tools and computer systems
- Highly proficient in remote and hybrid environments
- Organized, resourceful and demonstrates good judgment and problem-solving skills

- Self-starter, adaptable, and dependable. Able to move between varied tasks and responsibilities
- Excellent attention to detail and accuracy
- Strong time, task, and project management skills
- Collaborative team working style
- Commitment to the mission, vision, and values of NAMI Marin
- Commitment to diversity, equity, and inclusion
- Ability to exercise judgment and discretion when handling confidential information

Preferred Qualifications

- Bilingual Spanish fluency is a plus!

TO APPLY: Send resume with cover letter that summarizes your interest in NAMI Marin and your job-related experience to jobs@namimarin.org. A cover letter is required for review of your application.

Work Environment/Physical Requirements

This job operates within a professional office environment and also requires driving within the county to varied community organizations and work locations. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and scanners. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to hold, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift office products and supplies, up to 25 pounds. The position requires the ability to operate/drive an automobile.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

NAMI is proud to be an equal-opportunity employer and is committed to creating a diverse and inclusive workforce.