About NAMI Seattle

NAMI Seattle addresses the unmet mental health needs within our community through support, referral, education, and outreach. We are part of a national advocacy and support network, the National Alliance on Mental Illness, or NAMI. NAMI is the largest grassroots mental health organization in the nation.

We have over 45 years of experience elevating stories of lived experience and shining a spotlight on the unique needs of people and families navigating their own mental health journey. Our programs include peer-led presentations, classes and support groups, and resource referrals. Additionally, NAMI Seattle conducts behavioral health policy advocacy and anti-stigma initiatives, engaging the community in conversations about mental health in large and small settings. We offer workplace trainings and facilitate discussions and technical assistance to organizations from small food banks to large corporations around mental health. NAMI Seattle looks to develop a balance between providing existing evidence-based NAMI Signature programs and piloting new programs that address the specific needs of people in Greater Seattle with a focus on communities disproportionately affected by mental health conditions.

The Opportunity

We’re looking for a skilled leader to be our Senior Program Manager and work with our Executive Director to develop a robust program strategy and lead our programs team of three staff and dozens of volunteers. The ideal candidate is an excellent relationship-builder who has experience developing, managing, and evaluating impactful programs. They are passionate about mental health and the power of peer-based models of support and education.

The Senior Program manager will also work with other teams on the NAMI Seattle staff team to develop professional development trainings and facilitate public conversations regarding mental health. This position contributes to budget creation and tracking, monitors program expenses, and manages funding contracts. It develops and maintains systems for effective program operation and evaluation; analyzing community needs to form the basis for program development. Support for grant writing and fund development initiatives are important tasks for this position.
Essential Functions

Programming:
- Plans, organizes, and oversees the operations of education and support programs, and other community initiatives as needed.
- Monitors overall quality of programs and ensures that programs requirements, goals, and standards are met, including contractual obligations for NAMI’s Signature Programs.
- Supports and facilitates educational & professional development trainings on mental health for other organizations.
- Work with internal and external partners to develop and implement new programs in response to community need.

People Management:
- Responsible for hiring, supervision, and performance evaluation of program staff. The team may grow depending on available resources and program development plans.
- Performs and develops program staff and facilitates professional development.
- Trains direct reports, volunteers, and interns on program processes.

Fiscal:
- Works closely with the Executive Director to build and monitor program budgets.
- Collaborates with Executive Director and Development Manager regarding new funding opportunities for programs; regularly supports grant writing, communications, and partnership building.
- Participates in public meetings, public policy discussions, and partnership building as necessary.

Reporting:
- Prepares periodic reports for funders, national and state NAMI organizations, and for internal program evaluation.
- Oversees program data collection & entry for all data reporting purposes.
- Establishes metrics and reporting frameworks for pilot projects and quality improvement of existing work.

Outreach & Advocacy:
- Coordinates with community organizations, public agencies, and volunteers for presentations and partnership building.
- Oversees development of community events and ensures NAMI Seattle’s presence at outside events, such as trainings, exhibitor requests, and health fairs.
- Contributes to NAMI Seattle’s public policy advocacy efforts through support of events, compiling stories of lived experience, and participation in coalitions.
Required Skills and Experience:
- Demonstrated knowledge of mental health conditions and their symptomology, an impact on lives of people living with conditions and their loved ones.
- Extensive experience interacting effectively and compassionately with individuals who are experiencing active symptoms of mental health conditions.
- General familiarity with local and state mental health systems and resources.
- Successful track record in managing large, diverse teams.
- Demonstrated success in engaging, supporting, and managing volunteers and interns.
- Experience in successful program management and reporting.
- High level of proficiency in all Microsoft Office applications.
- Experience in program design and evaluation.
- Understanding of the strengths of peer-based education and support programs.
- Knowledge of the principles of health equity and importance of reducing health disparities.

Competencies:
- Proficiency in compassionate direct communication.
- Abilities to lead, inspire, and persuade individuals.
- Ability to work effectively and courteously with diverse groups of people and the public.
- Self-directed and able to independently manage time and tasks, yet willing to take direction when needed.
- Outstanding relationship-building abilities.
- Excellent verbal and written communication skills.

Position type and expected hours of work:
This is a full-time, exempt position. The Senior Program Manager is expected to work an average of 40 hours per week, most of them during weekday daytime hours, but will be asked to be available for occasional evening or weekend commitments. The Senior Program Manager is expected to work on-site at our office in northwest Seattle a minimum of 80% of weekly work time (32 hours).

Travel:
Applicant must have the ability to independently travel throughout the Seattle area for meetings, events, etc. Rare opportunities for in-state and out-of-state travel for conferences and other events may occasionally arise.

Education and Experience:
- Bachelor’s degree in Social Work / Psychology / Human Services or comparable level of knowledge and proficiency through other lived experience.
- At least three years experience managing others in a non-profit setting.
- Professional or personal experience with individuals affected by mental illness.
- Professional and/or lived experience in communities representing racial, cultural, and socioeconomic diversity.
• Proficiency in Spanish, Vietnamese, Mandarin, Cantonese, Tagalog, or Somali not required, but a big plus.

Benefits:
• Generous Paid holidays, as well as Sick and PTO days.
• Medical, dental and vision benefits, 70% paid by the organization.
• Monthly mobile phone stipend.

Compensation:
$78,000 year

To Apply:
Please email a cover letter and resume to jobs@namiseattle.org with “Senior Program Manager application” included in the subject line.