



JOB DESCRIPTION

JOB TITLE: Community Education and Peer Support Coordinator

JOB IDENTIFICATION

Hours: Part Time – 25 hours

Location: NAMI DuPage, 115 N County Farm Road, Wheaton

This position is primarily to provide support to the Community Education and Resource Support Departments. The Coordinator is an integral role in our services, as this person is often the first point of contact with individuals receiving services from our organization. While there are a variety of tasks and duties associated with this role, the primary function is that of scheduling the services provided and registering individuals to classes or groups. The ideal candidate must be knowledgeable about the mental health needs of individuals and families, be flexible, and easy to work with.

Directly provide and/or ensure the following for the Community Education

Department:

1. Supports the Community Education Department by:
 - Keeping the website calendar up to date with new educational activity dates
 - Enroll participants in respective education classes
 - Liaising with contacts at presentation host locations

2. Support planning, coordination, and schedule of all Speaker's Bureau Presentations (Hospital, Community, etc.):
 - Keep up to date calendars on presentations in Excel and Google calendar
 - Coordinate with Director of Programs for speakers needs and community presentations
 - Coordinate with local hospitals for their request of the Speaker's Bureau as a part of their in-patient and out-patient programming needs
 - Supervise Speaker's Bureau speaking and arrange schedules appropriately based on compatibility of speakers
 - Provide support and encouragement to Speaker's Bureau presenters and gain familiarity with the strengths, diagnoses, and availability of all speakers

3. Support planning, coordination, and scheduling of all Education Classes (Family-to-Family, Family and Friends, Basics, Peer-to-Peer, WRAP, MHFA, etc.):
 - Keep up to date calendars on education classes in Excel and Google calendar

- Aid Director(s) in developing and scheduling all education classes for each program year by coordinating with the education class teachers and collaborating with class hosts to determine availability of location
 - Manage materials for instructors including monitoring, reordering, and replenishing of materials
 - Regulate online registration for all education classes including screening registrants based on class eligibility criteria
 - Oversee scheduling of MHFA classes and instructors in designated grant area by communicating with host organizations to ensure availability of equipment and materials and organizing instructor's availability and information
 - Assist MHFA team in obtaining CEUs (Continuing Education Units) and CPDUs (Continuing Professional Development Units) for participants attending trainings
4. Update and maintain Education and Support Programs into various databases:
- Be able to provide up to date numbers for department on short notice in an organized and comprehensive way
 - Analyze various evaluations', feedback, and suggestions
 - Oversee recording of all stats in Google (or other database) by volunteers as Evaluations come in, and ensure all evaluations are received that are required
 - Support Community Education Department in updating evaluations as goals and needs change

Directly provide and/or ensure the following, in coordination with Director(s) for the Support Department:

5. Support planning, coordination, and scheduling of all Peer Support Programs:
- Peer 1:1 support meeting
 - Process sliding fee scale applications
 - Peer Support Group meetings, inclusive of:
 - Connections
 - Family Support Group
 - Parent
 - Suicide Loss
 - Dual-Diagnosis
 - LGBTQ+
 - Field placement peer schedule
 - Assist in coordination with any Partner locations
6. Support planning, coordination, and scheduling of the Living Room Program:
- Schedule LR Recovery Support Specialists
 - Ensure that the LR is organized and well stocked with program literature
7. Help update and maintain Support Program in various Databases:

- Be able to provide up to date numbers for Support departments on short notice in an organized and comprehensive way
- Analyze various evaluations', feedback, and suggestions
- Support department in updating evaluations as goals and needs change
- Review information entered by Recovery Support Specialists is accurate

8. Review Stipend requests for education and support department and approve or work with requestor for updated information

9. Attend meetings, trainings, and other official NAMI DuPage functions as required

10. Safeguard confidential information

11. Works with both solid-line and dotted-line supervisors in planning and implementing work and carrying out duties and responsibilities

12. Comply with all NAMI DuPage policies

13. Project a positive image of the Organization and its programs to the community

14. Other duties as assigned

QUALIFICATIONS:

- Excellent Computer skills including Word, Excel, and PowerPoint, and other databases as required
- Ability to work on multiple projects simultaneously
- Must be flexible and willing to support the work of a non-profit by taking part in fundraising events and other outreach activities
- Have good problem-solving skills, be resourceful and take initiative when needed
- Ability to summarize and extrapolate important information from meetings and conversations for developing new forms and documents
- A commitment to recovery, choice, empowerment, and the ability of people with serious mental illness and their family members on the road to recovery
- Ability to establish a trusting relationship with volunteers, including excellent interpersonal skills
- Communicates well with individuals of all levels, is good-natured and easy to get along with. Can use humor to diffuse sometimes challenging communications with peers, volunteers, and others
- Must be very detail oriented with excellent writing and organizational abilities
- Ability to network within the community and work with diverse populations
- Valid driver's license, proof of insurance, and reliable transportation

DISCLAIMER:

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract

To apply:
Send Resume and Cover Letter to Meredith Kober at m.kober@namidpage.org. No
phone calls please.