



Mission Statement

Our mission is to provide support, advocacy, and education in order to improve the quality of life of individuals with mental illnesses and their families.

JOB DESCRIPTION

JOB TITLE: Director of Peer Support Services

JOB IDENTIFICATION:

Department: Support Services Department

Job Code: 40 hours

Location: NAMI DuPage, The Community Center, 115 N County Farm Road, Wheaton, IL

Reports to: Director of Programs

Pay: To be determined based on experience, and grant funding

We are looking for a candidate who is passionate about the peer model of support for individuals living with a mental illness. This candidate will recruit, train, and supervise peers as well as activities and services for individuals. These programs include peer support 1:1 service, support groups for individuals, and the Living Room, an alternative to the emergency department for those experiencing heightened symptoms. This position is an in-person worksite.

The ideal candidate will be energetic, organized, and compassionate. Those with personal experience with mental health conditions are strongly encouraged to apply for this position.

DUTIES AND RESPONSIBILITIES - Directly provide and/or ensure the following:

- Enthusiastic supporter/advocate of the peer model, and a commitment to recovery, choice, empowerment, and the ability of people with serious mental illness on the road to recovery
- Recruit, train and supervise Peers living with a mental health condition
- Undergo training as required by NAMI National, NAMI Illinois, and NAMI DuPage
- Serve on committees and attend meetings with other mental health providers and community leaders, as appropriate
- Be up to date on best practices and research on mental health issues, particularly as they relate to peer support programs and services
- Willingness to serve as a presenter at community events, staff trainings, NAMI conferences, etc.
- Manage one Resource Support Coordinator, peer support contactors, and direct service team members in Support Department
- Sustain and grow capacity for activities and services for individuals with mental illness
- Participate in community events pertaining to mental health, including health fairs

- Assist in development of grants for the program
- Assist in management of program and grant budgets
- Ensure proper data collection per NAMI DuPage procedures
- Ensure deliverables for each grant
- Prepare grant reports as required
- Oversee Living Room Program
- Oversee Support Groups for Individuals living with a Mental Illness, both onsite and offsite, and other special focus support groups
- Oversee Individual 1:1 Peer Support Services
- Amenable to program support and direction from supervisor
- Work in coordination with Director of Peer Workforce Development, Director of Family Support Services and Support team, as needed
- Attend and participate in monthly all-staff meetings, monthly program leader meetings, fundraising events, and other events
- Maintain confidentiality of sensitive information and personal stories of speakers and clients
- Comply with NAMI DuPage Policies and Procedures
- Project a positive image of the Organization and its programs to the community
- Other duties as assigned

QUALIFICATIONS AND NECESSARY SKILLS:

- 4-year college degree in human services field, with special consideration given to those with a degree in social work, preferred
- At least 1-year work experience in a human service, customer service, or medical field. At least 4-5 years of management experience is preferred.
- Ability to relate effectively with individuals, community members, and staff of diverse backgrounds, personalities, and communication styles
- Excellent computer skills including Word, Excel, and PowerPoint, and other databases as required
- Excellent listening and reflective listening skills
- Strong customer service skills
- Excellent verbal and written communication skills
- Must possess good problem-solving skills, be resourceful and take initiative when needed
- Ability to work on multiple projects simultaneously
- Excellent interpersonal skills in volunteer management
- Organized: can prioritize and manage multiple projects
- Must be flexible and willing to support the work of a non-profit by taking part in fundraising events and other outreach activities
- 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
- Experience in motivating and empowering individuals to reach their full potential

- Ability to establish a trusting relationship with clients, stakeholders, and community constituents
- Experience in staff supervision
- Team player and collaborator
- Conflict resolution training/experience a plus
- Certified Recovery Support Specialist (CRSS) certification a plus
- 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.