

**Program Manager**  
*30 Hours per week*

This is an in-person job located in Wooster which consists of 30 hours per week, between the hours of 10 am -4 pm Monday through Friday. The Program Manager of NAMI Wayne and Holmes Counties shall have the listed qualities and skills and ability to perform the following duties:

**Responsibilities:**

- Coordination and implementation of NAMI Family and Community Programs
- Coordination of Crisis Intervention Team (CIT) trainings and the CIT Advisory Council
- Oversight of program budgets
- Oversight of monthly program data entry
- Evaluation of programs and outcomes for grant and community reporting needs
- Assistance with grant reports and applications
- Recruitment of, onboarding, and supporting program volunteers
- Supervision of Program Assistant
- Oversight of office tasks (phone, email, in-office visitors)
- Support to the management team as needed (MOCA House, Community Development, Finance)
- Managing information and referral intakes (phone, email, in-office)
- Design of office promotional materials and assist with NAMI communications
- Support as needed to NAMI events and mental health community events
- Maintain NAMI website
- Developing and strengthening referral and program relationships with community partners
- Participation in monthly staff meetings, board meetings, and community coalition meetings
- Serve as Member Rights investigator for Grievances
- Other related duties as assigned

**Skills/Experience Required:**

- Minimum Bachelor's Degree or 3-5 years experience in social service field
- Experience in working with individuals with mental health conditions and families
- Strong computer skills with proficiency in Microsoft 365 Office Suite
- Ability to handle multiple priorities
- Excellent and accurate written & verbal communication skills

**Personal Qualities Required:**

- Superior organizational skills, attention to detail, and accuracy
- Pleasant and professional people skills
- Approach problems with confidence and willingness to help
- Self-Motivated and proactive planning
- Project a positive attitude, empathy, and be open-minded
- Willingness to learn new skills and be a team player
- Dependable and flexible to schedule demands
- Trustworthy and keeps confidentiality