



**Position Title:** BIPOC Support Group Coordinator

**Reports to:** Family and Peer Services Directors, Ashley Brown-Hagan and Simone Baggetto

**Status:** Full-time (40 hrs/week)

**Salary and benefits:** Annual salary of \$65,000, health, dental, vision and retirement benefits

**General Function:** To deliver and expand our mental health support groups for people living with mental health conditions and their families.

**Location:** NAMI SF is a remote office. This is a hybrid position; work will be done from home and in person at partner locations.

### **About the Organization**

The National Alliance on Mental Illness in San Francisco (NAMI SF) is the community's voice on mental illness. We are a part of a grass-roots, nonprofit, national NAMI organization, and also an affiliate of NAMI California. NAMI San Francisco was founded in 1983 by family members of people living with mental health conditions.

### **Our Mission**

- Support individuals with mental health conditions and their loved ones by helping them learn coping strategies and live in a community with one another.
- Educate individuals who have mental health conditions, their loved ones, and the general public about mental illness to dispel misinformation and stigma.

At the heart of NAMI San Francisco's mission is the sharing of information and striving to end the stigma associated with mental illness. To this end, we offer support groups, classes, educational presentations, a helpline, and community events held virtually and in person.

### **About the Role**

The Support Group Coordinator will play a pivotal role in ensuring the smooth operation of our peer-led support groups. They will work across Family and Peer program departments and will be a primary coordinator on a project-specific contract with the Department of Public Health. The goal of the project is to conduct outreach to Black/African American residents of San

Francisco, provide trauma-informed peer-led support groups, and assist with linkage to targeted Mental Health clinics.

Support groups are one of NAMI SF's three primary programs in addition to our classes and presentations. Support groups bring together people so that they may give and receive support, share wisdom and resources, build relationships, make meaning of their experiences, and break from isolation. They are vital to improving mental health access and treatment. Our groups strive to be culturally competent and serve the needs of our diverse community. Currently, we host 4-6 groups a week. Please see the range of our groups by visiting: [namisf.org/support-groups](https://namisf.org/support-groups)

In addition, the Support Group Coordinator will support the organization's broader goals of connecting with diverse communities across San Francisco and promoting our mental health education programs, supports, and services.

They will work directly with support group participants, volunteers, NAMI staff, and partner organizations.

### **Key Responsibilities:**

#### Recruiting and Training Facilitators:

- Identify, recruit, and interview potential program facilitators.
- Train new facilitators in group sessions and one-on-one meetings.
- Coordinate with NAMI CA and NAMI affiliates as needed to train facilitators.
- Provide ongoing, hands-on support and professional development opportunities for facilitators.
- Improve cultural competency of support groups and expand BIPOC groups.

#### Coordinating and Scheduling Groups:

- Plan and schedule group sessions in coordination with facilitators and trainees.
- Manage the logistics of group sessions, including securing venues and arranging necessary materials.
- Ensure timely communication with facilitators and participants regarding group schedules and any changes.
- Regularly facilitate support groups.
- Launch local in-person groups.

#### Data Collection and Program Success :

- Develop and maintain systems for tracking program data, including attendance, participant feedback, and program outcomes.
- Analyze data to assess program effectiveness and identify areas for improvement.
- Prepare regular reports for the Program Director and other stakeholders.

- Develop and implement a comprehensive feedback system to gather insights and improve program efficiency.

#### Participant Support:

- Serve as a point of contact for program participants, addressing any questions or concerns and linkage to the NAMI SF Resource Coordinator as needed.
- Provide resources and referrals to participants as needed.
- Foster a supportive and inclusive environment for all participants.

#### Administrative and Other Duties:

- Assist with the development and implementation of program policies and procedures.
- Collaborate with other team members and departments to ensure program alignment with organizational goals.
- Participate in community outreach and networking events to promote the organization and its programs.
- Conduct outreach by assisting in delivering NAMI SF community education presentations.
- Create and distribute marketing materials.
- Perform other duties as assigned by the Program Directors.

#### **Requirements:**

- Identifies as Black/African-American, Indigenous, Latinx, Asian or as a Person of Color
- Lives in the Bay Area
- Bachelor's degree, or CA Peer Mental Health Certificate, in psychology, social work, public health, or a related field OR has 4 years of professional experience in public health or non-profit setting
- Minimum of 2 years of experience in program coordination, preferably in a mental health or nonprofit setting.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office Suite, Google Drive, and data management systems.
- Ability to work independently and as part of a team.
- Has personal experience living with a mental health condition and is the loved one of an individual living with mental health challenges.
- They are comfortable discussing mental health challenges and speaking about their own experiences in a variety of settings.
- Comfortable listening and responding to individuals in high-emotion settings.
- Enthusiastic to work and support people from diverse backgrounds. This includes but is not limited to individuals from religious backgrounds, unhoused people, members of the

LGBTQ+ community, non-native English speakers, and individuals with a variety of diagnoses, differences, and abilities.

- Exceptional communication, time management, facilitation, and organizational skills.
- Passionate about expanding mental health education, support, and advocacy to diverse communities.
- **Preferred** - Knowledge of Salesforce, and Zoom/video conferencing
- **Preferred** - Comfortable with public speaking and reaching out to new audiences

### **Setting and Schedule:**

- Work from home and in-person to deliver in-person groups and training
- Evening and weekend hours to accommodate program schedules
- Flexible working hours
- Work with a team with exceptional empathy and passion for mental health care and access
- Room to grow and pursue new skills and passions (e.g. community organizing, curriculum development, mental health advocacy, etc.)

### **Application Process:**

Interested candidates should fill out this application <https://forms.gle/w6ycSNoeBSpaHNpZ9> and submit a resume, to [jobs@namisf.org](mailto:jobs@namisf.org)

*NAMI San Francisco advances equity and inclusion in the workplace by providing equal employment opportunity to support a work environment free from discrimination on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age (over 40), sexual orientation, military and veteran status, and any other basis prohibited by law. The organization also provides reasonable accommodations for qualified applicants and employees with disabilities. This equal employment opportunity policy applies to all aspects of employment, including recruitment, selection, advancement, training, problem resolution, and separation from employment. Through this policy, NAMI SF strives to establish and maintain an equitable and accessible work environment that is free from discrimination and supportive of a workforce that reflects the rich diversity of our communities and the people we serve.*