



Community Engagement Manager

NAMI Illinois is the statewide organization of the National Alliance on Mental Illness, the nation's largest grassroots network working to support people and families with mental health concerns. Each year, NAMI Illinois works with 20 local affiliates to provide education, advocacy, and peer-led programs to over 50,000 Illinoisans. NAMI Illinois organizes affiliate training, coordinates statewide advocacy and public awareness, provides educational programs, and leads strategic initiatives to strengthen access and advance equity.

NAMI Illinois is expanding to meet the growing needs of our state, and recruiting a **Community Engagement Manager** to advance its agenda for mental health excellence, equity, and inclusion. The Community Engagement Manager is a full-time position that reports directly to the Executive Director and plays a key role in the growth of an essential statewide organization,

Competitive candidates will bring a minimum of 3 years of experience in mental health, not-for-profit management, and/or customer service. Core responsibilities include managing the NAMI Illinois Helpdesk function, supporting and developing new local NAMI affiliates, strengthening internal systems for measuring organizational activities, and collaborating with external stakeholders.

NAMI Illinois offers competitive compensation that includes healthcare and other benefits, along with significant opportunities for advancement. NAMI Illinois currently operates virtually and expects to transition to a hybrid setting with offices in the Chicago area in early 2022. NAMI is an Equal Opportunity Employer with a strong commitment to diversity, equity and inclusion, and welcomes candidates from across Illinois. Bilingual candidates are encouraged to apply.

Core Responsibilities:

- Develop and execute customer service intake protocols to address to constituent needs including resource/referral requests, information about NAMI programs, advocacy, connection to crisis services, and other telephone/email/web requests.
- Research, organize and map mental health resources to provide direct support to individuals and organizations that contact NAMI Illinois for information, access to NAMI programs, and referrals to address their mental health concerns.
- Strengthen or develop operational systems that support the NAMI Illinois Helpdesk function, and represent the agency in external networks and coalitions working to clarify and expand the points of access for Illinoisans to access mental health resources across the state.
- Assume primary responsibility for participant engagement, referrals, data collection and outcome measurement. Provide data analysis for informational materials, legislative updates, web content, documentation, reports, and internal documents, as assigned.
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- Collaborate with other agency staff and leaders of our 20 local affiliates to plan and execute affiliate support, other program activities, statewide working groups, and periodic events.
- Maintain organized files and update and execute office policies and procedures. Maintain shared calendars, participant lists, and data systems to support agency programs.

Qualifications:

Competitive candidates will bring a passion for the NAMI mission; outstanding analytic, organizational and communication skills; cultural competency to engage diverse stakeholders, and the technological fluency to drive success in a rapidly-evolving, and largely virtual operation.

- Bachelor's degree and a minimum of 3 years of professional experience, ideally in non-profit, mission-driven organizations.
- Knowledge of Illinois mental health systems is required. Professional education and/or certification in a mental health or health related field highly preferred.
- Strong organizational ability, with proven time management, planning, project management, and problem-solving abilities. Supervisory and volunteer management experience preferred.
- Demonstrated competency in business technology, including Microsoft Office (Outlook, OneDrive, Word, Excel, PowerPoint, Survey); CRM and data systems; and cloud-based productivity tools (Asana, Slack, Teams, etc.). Experience in social media/websites a plus.
- Excellent written, verbal and interpersonal skills; backed by the intellectual curiosity, sensitivity, and cultural competency to engage diverse stakeholders.
- Customer-oriented approach, including discretion and confidentiality in interacting with consumers, family members, and other participants. HIPAA training helpful.
- Bilingual candidates with proficiency in Spanish or other major language preferred.

To apply, please submit cover letter, résumé, and writing sample engagement@namiillinois.org. Applications are reviewed on a rolling basis until the position is filled. No phone inquiries, please.