

**NORTHEAST INDEPENDENT LIVING PROGRAM INC.**

<b>Job Title:</b>	<i>Metro North Hub Manager for the NERLC (.5 FTE)</i>
<b>Reports to:</b>	<i>NERLC Program Director</i>

**Job Purpose:**

The Hub Manager for the Northeast Recovery Learning Community (NERLC's) Metro North hub site is responsible for the overall peer supported programming in each of their assigned Northeast service areas. The Hub manager is responsible for all RLC Hub activities, including peer support groups, social events, trainings, wellness classes, and one-to-one peer support activities which take place in the Metro North Office, in addition to other various community settings.

**Duties and Responsibilities:**

**Essential Job Functions:**

- Provide weekly individual supervision and support to the part-time peer specialists, stipend workers and volunteers within the Essex North and Greater Lowell Hub areas.
- Develop and maintain collaborative working relationships with community agencies, families and advocacy organizations throughout the DMH Northeast Area
- Participate in weekly NERLC leadership meetings and attend monthly NILP staff meetings
- Organize and conduct regular staff meetings for the RLC staff and members of the community within the assigned service area
- Collaborate effectively with the Consumer Advisory Committee (CAC) and attend regularly scheduled CAC meetings within assigned hub areas
- Participate in any relevant mental health consumer planning and steering committees to represent the NERLC and the members of our communities, within the assigned Hub areas
- Train new staff as needed for entry into the part-time peer specialist, stipend worker and volunteer roles, within the assigned hubs
- Maintain regular communication with all referral sources, including regular meetings with designated funding agency contacts, to report on outcomes as well as identify challenges and goals for future performance
- Oversee the work of the part-time peer specialists, training specialist, TAY specialist, stipend workers and volunteers within the Essex North and Greater Lowell areas, as they coordinate weekly peer support groups, one-to-one peer support, social activities and other peer supported programming
- Conduct performance reviews of all direct reports
- Collect requests for payments and submit to the Administrative Assistant for processing
- Assists in the monthly collection and reporting of data

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- Develop strategies for reaching underserved locations and cultural groups more effectively
- Work collaboratively with the RLC Director and other members of the NERLC leadership team to identify and address barriers to NERLC participation
- Maintain strict standards of confidentiality in accordance with Federal HIPPA laws
- Use own recovery story and teach RLC Hub Peer Specialist to use their own recovery stories effectively to promote the RLC's core values
- Speak publically and educate the community at large regarding issues affecting persons with mental health challenges
- Perform other tasks as assigned by the RLC Director and provide leadership in the Director's absence
- Research and stay current with best practices in peer-to-peer support and provide ongoing training to all RLC staff

**Interpersonal Communication:**

- Excellent consumer satisfaction skills with a commitment that all consumers seeking information will get the time and attention needed to satisfy their need for information
- A positive attitude with all consumers in order to achieve excellent consumer satisfaction outcomes
- Model integrity, personal and professional ethics and maintain confidential consumer and organizational data
- Maintain a positive working relationship with consumers, co-workers, referral sources and others to achieve positive outcomes
- Maintain updated computer technology competencies i.e. Microsoft Word, Excel, Outlook, and WILD

**Teamwork and Cooperation:**

- Work as an effective team member in a collaborative manner through strong individual contribution and commitment
- Demonstrate effective communication and problem solving skills, both verbally, written, and in electronic formats

**Workplace Performance and Professional Development:**

- Achieves positive consumer relationships within his/her control, and contributes to a positive public image of the overall organization
- Maintains a positive work setting through planning and effective use of benefit time
- Commitment to continuous improvement strategies and demonstration of the knowledge, skills and abilities related to this position
- Participates in continuing education, training, and staff development opportunities
- Provides formal and informal transfer of knowledge and peer mentoring leadership

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**Qualifications:**

- Must have completed a recognized peer training program and provide verification
- Bi-lingual/bi-cultural and experience as a public speaker preferred
- Previous supervisory experience preferred
- Prior experience with outreach and one-to-one peer support, as well as organizing volunteers, support groups, trainings, classes, social activities and other peer support events
- Must have completed, or be willing to complete, a WRAP & peer group facilitation training within the first 12 months of employment required
- Sensitivity to all types of oppression with particular attention to those having lived experience of mental health challenges and psychiatric labels
- Must be a peer with lived experience of mental health issues/trauma/extreme distress
- Experience sharing one's personal story of recovery and hope
- Ability to interact effectively with diverse groups of people from different ethnic, cultural, racial, economic, and gender identity backgrounds
- Strong written and oral communication skills
- Experience working independently and as part of a team
- Must have access to reliable transportation in order to reach all 70 cities and towns served by the DMH Northeast Area
- This position requires 2 evenings, 1 Saturday & 1 Sunday a month

**Direct Reports:**

- Peer Specialists
- Stipend Peer Group Facilitators
- Volunteers

**Review Policy:**

Supervisor will complete performance appraisal with employee at the completion of a six-month probation period. Job duties and assignments will be reviewed at this time. Thereafter, performance appraisals will be completed and reviewed annually. This is a part-time (20 hours per week) position.

*The Northeast Independent Living Program, Inc. is an equal opportunity employer and encourages persons with disabilities, women, and persons of color to apply for this position.*