



COMPASS Peer/Family Navigator

Part-time position, 20 hours/week
Must work on-site at our office in Boston

The National Alliance on Mental Illness (NAMI) of Massachusetts is a nonprofit grassroots education, support, and advocacy organization dedicated to improving the lives of people diagnosed with mental illness and their families. Founded in 1982, NAMI Massachusetts is the state's voice on mental illness.

Program Description:

COMPASS is the information and referral helpline at NAMI Massachusetts. It provides resources related to peer and family support, finding mental health treatment, health insurance, the legal system, housing, benefits, employment, transportation, education, and more. COMPASS offers compassion and empathy, and helps people problem solve in difficult circumstances.

COMPASS receives inquiries from a variety of sources including people diagnosed with mental health conditions, family members and friends, health care providers, educators, law enforcement, NAMI affiliate and program leaders, and other information and referral services.

The COMPASS helpline is open Monday through Friday, 9 am - 5 pm, and closed on weekends and major holidays. It is manned by people with experience navigating the mental health system for themselves or a loved one, including NAMI Massachusetts staff and volunteer Navigators.

The COMPASS Peer/Family Navigator will report to the COMPASS Director. The position is part-time (20 hrs/week) at the NAMI Massachusetts state office in Boston.

Job Description:

The COMPASS Peer/Family Navigator will support helpline operations. This includes the following essential functions:

- Answer incoming calls and emails, and follow up as needed
- Help maintain the COMPASS resource database
- Use the database to log case information and locate resources
- Help support and assist volunteer COMPASS Navigators
- Attend and support COMPASS Advisory Committee meetings
- Assist with and participate in NAMI Massachusetts events, including Advocacy Day, the state Convention, and NAMI Walks
- Conduct other activities as requested by the COMPASS Director

Minimum Qualifications:

- Practical knowledge of the Massachusetts mental health system is **essential**, including accessing mental health treatment, finding peer and family support, and navigating Department of Mental Health services
- Knowledge of related resources and systems is helpful, including insurance, education, employment, housing, and basic needs
- A positive attitude with good organizational, time management, and problem solving skills
- Ability to collaborate effectively as a team member
- Good verbal and written communication skills
- Comfortable communicating with people by phone, email, and in person
- Good computer skills with proficiency in Microsoft Office, email, and internet searching
- Familiarity with SalesForce customer relationship database or the ability to learn
- Compassion and empathy for people impacted by mental illness
- Patience and understanding for people dealing with stressful situations who may have little patience themselves
- Familiarity with NAMI Massachusetts as an organization is helpful
- First-hand experience navigating the mental health system for yourself or a family member is strongly preferred

Application Process:

Please send your **resume** and **cover letter** by **Tuesday, November 20, 2018** to:

Ayanna Alimayu

Office Manager

NAMI Massachusetts

The Schrafft's Center

529 Main Street, Suite 1M17

Boston, MA 02129

Fax: 617-580-8673

Email: aalimayu@namimass.org

NAMI Mass is committed to creating a diverse environment and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity, sexual orientation, national origin, disability, age, or veteran status.
