



COMPASS Justice System & Diversion Navigator

Full-time position, 40 hours/week
Based at our office in Boston

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

Program Description:

COMPASS is the helpline at NAMI Massachusetts. We provide information, resources, and support to help people navigate the complex mental health system and problem solve in difficult circumstances.

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 Mass staff and volunteer Navigators.

The COMPASS Justice System & Diversion Navigator will report to the COMPASS Director. The position is full-time (40 hrs/week), and based at the NAMI Mass state office in Boston.

Job Description:

The Justice System & Diversion Navigator will support helpline operations and help build our capacity to serve people who have come into contact with the justice system, or are at risk for future contact, and their families.

This includes the following essential functions:

- Build and maintain relationships with key contacts on behalf of COMPASS, including local police departments, Emergency Service Providers (ESPs), mental health courts, and Department of Mental Health (DMH) staff
- Promote COMPASS at meetings and events across the state
- Work collaboratively with NAMI Mass Criminal Justice & Diversion Project staff to share information and contacts
- Answer incoming helpline calls and emails, especially those related to criminal justice and diversion, and follow up as needed
- Use the COMPASS database to log case information and locate resources

- Help maintain resource records in the COMPASS database
- Help create training and reference materials for COMPASS staff and volunteers
- Help support COMPASS volunteers, especially with responding to inquiries related to police response and the justice system
- Help with and participate in NAMI Mass events, including Advocacy Day, the state Convention, and NAMI Walks
- Complete other activities, as requested by the COMPASS Director

Minimum Qualifications:

- Practical knowledge of the Massachusetts mental health and/or criminal justice systems is essential
- Knowledge of related resources and systems, including insurance, education, employment, housing, and basic needs, is helpful
- Good computer skills with proficiency in Microsoft Office, email, and internet searching
- Experience using Salesforce, or ability to learn
- Good verbal and written communication skills, with demonstrated presentation skills
- Comfortable communicating with people by phone, email, and in person
- Ability to work within a sometimes stressful environment
- Ability to work with people from different backgrounds and with different experiences
- Good listening skills and the ability to demonstrate a nonjudgmental attitude
- Ability to respond with patience and empathy to people dealing with difficult situations who may have little patience themselves
- Ability to work independently or as part of a team
- A valid driver's license, good driving record, and reliable vehicle
- Bilingual in English/Spanish is a plus
- First-hand experience navigating the mental health system for yourself or a family member is strongly preferred

NAMI Massachusetts 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.

For consideration, please send **cover letter and resume** by Friday, September 13, 2019 to:

Ayanna Alimayu, Office Manager

NAMI Massachusetts

529 Main Street, Suite 1M17

Boston, MA 02129

Fax: 617-580-8673

aalimayu@namimass.org