



**National Alliance on Mental Illness - NAMI
Operations Director
San Rafael, CA
Part time position**

*We help... we listen...we understand (we've been there)...
We help families cope... we support...
We advocate changes to laws and services for the mentally ill...
We are people like you.*

RECOVERY is what drives us.

Mission: **NAMI Marin is dedicated to improving the lives of individuals and families living with mental illness, through support, education and advocacy.**
www.namimarin.org.

Position Overview: The Operations Director (OD) reports directly to the Board of Directors (BOD) and is responsible for the organization's consistent achievement of its mission, programs and financial objectives. The OD ensures ongoing programmatic excellence, volunteer engagement and consistent quality of finance, administration, fundraising, communications, and systems. The OD provides direction and oversees all the operations of the organization.

NAMI has developed programs that are effective and widely acclaimed. The goal is to provide these services to a wider group of people affected by mental illness living in Marin County.

This is a part time position, 30 hours per week, that may grow into full time as the Operations Director works with NAMI'S Board of Directors, volunteers, staff, donors and funders to develop income to increase services, and community leaders and other nonprofits to expand NAMI's visibility.

Responsibilities: Specific responsibilities include but are not limited to:

- **Volunteer Development** - Experience recruiting, training, managing and retaining committed and excellent volunteers.
- **Program Development** – Grow number of participants in ongoing NAMI Marin programs, develop new programs and find ways to bring in income from programs.
- **Outreach and communications** –Responsibility for delivering:
 - E-news letters
 - Press releases
 - Flyers
 - Social media
 - Managing website – Word Press
- **Staff Management** - Overseeing and working with one part-time staff person.

In addition, the Operations Director will work with the Board of Directors as follows:

- **Planning** - The director of operations works with the Board President and Board of Directors to:
 - Agree on the organization's strategic goals.
 - Translate these into specific operational objectives. For example, if the organization's strategic goal is to be the No. 1 provider of programs for families whose members are affected by mental illness, the operations director might agree to an objective of reaching and serving 20 new families each quarter until the % of families in the county is reached.

- Resourcing
 - As part of the planning process, the operations director identifies necessary resources, including people and money, needed to achieve these objectives.
 - Ensures resources are found through new services, grants, government funding, and donors.
- Managing
 - Ensures the activities to reach the goals are successful.
 - Creates policies and procedures for engaging volunteers that produce results in recruiting, managing, respecting and retaining them.
 - The operations director demonstrates efficient and engaging communication with volunteers, staff, Board members, families, clients and the community, the success of which is demonstrated by a growing volunteer and family base.
- Monitoring
 - In partnership with the Board of Directors the operations director decides on key performance indicators, to assess how the objectives are being achieved.
 - The operations director must make sure that all activities are monitored,
 - Key performance indicators are reported on a regular basis to ensure objectives are achieved.
 - If the indications are that things are not going well the Operations Director must intervene and decide on appropriate actions to achieve the organization's goals.

Qualifications:

The OD will be thoroughly committed to NAMI Marin's mission. All candidates should have proven leadership, coaching, and relationship management experience. Concrete demonstrable experience and other qualifications include:

- A commitment to families and the recovery of people with mental health challenges.
- Ability to work effectively in collaboration with diverse groups of people.
- Excellence in organizational management, and project skills.
- Success working with a BOD with the ability to cultivate Board member relationships.
- Being action-oriented, entrepreneurial, adaptable, visionary, and capable of innovative approaches to business planning.
- Strong written and verbal communication skills; a persuasive and passionate communicator who will work with the Board in enlarging the visibility of NAMI to families, the community and funders.
- Success and enjoyment in engaging people, as partners in NAMI's mission, to make financial contributions including funding through grant writing, and creating and growing programs that expand the financial viability so that NAMI can provide support for more families.
- Experience recruiting, training, managing and retaining committed and excellent volunteers. Experience with Interns a plus.
- Passion, idealism, integrity, positive attitude, mission-driven, and self-direction.
- Familiarity and comfort working with cloud-based computing and filing systems a plus.

Janssen Nonprofit Recruiting, an executive search firm, is conducting the search for NAMI Marin

To Apply, please follow the directions below: Submission Deadline is March 6, 2017

- **In the Subject line** of the email put your **Last name and NAMI**
- Email a word document of your **resume and a separate cover letter to** candidate@janssenrecruiting.com • Please include your LinkedIn profile URL

Thank you for applying for this position. All applicants will be considered. **Only those with skills** and experience most closely fitting the requirements **will be contacted for interviews.** If you do not hear from us, we will keep your resume on file in case we can refer you to another organization. We will not release your resume or contact information without your permission.

