

JOB DESCRIPTION

TITLE: Program Associate

REPORTS TO: Senior Program Coordinator

SUMMARY: The Program Associate assists in the leadership and direction of our support group program. This is accomplished primarily by managing and guiding facilitators, as well as marketing and networking for support group locations within assigned territory.

DUTIES AND RESPONSIBILITIES:

Support Groups

- Responsible for managing approximately 20-30 support group locations within assigned territory.
- Ensures attendance at groups is recorded and reported on a monthly basis to the Senior Program Coordinator.
- Ensures new participant information for all groups is entered into database on a monthly basis.
- Completes quarterly program reports on all assigned groups.
- Provides community resource referrals for participants in the program.
- Assists in the planning of all volunteer and group events.
- Acts as liaison between our organization and assigned support group locations' point of contact.
- Attends staff meetings with Executive Director & Program Director.
- Available to visit assigned support groups as needed.
- Ensures groups are maintaining high attendance numbers and strategizing with the Program Department to grow attendance numbers at lower-performing sites.

Facilitators

- Responsible for assisting in the training of new facilitators.
- Supervises Volunteer and Professional Facilitators who conduct open and closed support groups within assigned territory.
- Performs evaluations/observations of assigned support groups on an annual basis. Reports results to Senior Program Coordinator.
- Makes recommendations for facilitator disciplinary actions when necessary.
- Contacts assigned support group facilitators at least once a month as to the status of each group and document in a progress note.

- Assists in coordinating and facilitating trainings and seminars as scheduled.
- Formulates individualized training plans for new facilitator candidates.
- Maintains facilitator personnel files, including performance reviews, training attendance, and correspondence for assigned groups.
- Handles and resolves complaints from participants and facilitators of assigned group locations.
- Provides crisis support to facilitators via cell phone during scheduled group time in the event of a crisis at assigned group location.
- Reviews and processes invoices for assigned groups before turning them in to the Program Director.

Inquiries

- Assists staff in answering calls and emails.
- Provides referrals as needed.
- Compiles and modifies, as needed, a community resource referral list.

Programs and Evaluation

- Attends all related committee meetings as assigned by Program Director or Executive Director.
- Trains facilitators in the implementation of new programming.
- Assists in evaluating and increasing the effectiveness of groups/facilitators.
- Assists in ongoing development and implementation of program policies and procedures.
- Assists the Program Department in performing ongoing community needs assessments to determine the opening of new support groups.
- Assists the Program Department in the Annual Participant Satisfaction Survey.

Marketing and Networking

- Identifies support groups in need of additional marketing within assigned territory.
- Assists in establishing collaborative partnerships in the mental health community.
- Advocates and educates the community regarding mood disorders including conducting educational presentations when requested.

QUALIFICATIONS:

- Bachelor's degree in Social Work, Counseling, or Psychology is required.
- Case management-related experience is required.
- Experience with leadership or supervision is required.
- Clinical experience working with individuals and groups is preferred.
- Knowledge of a wide array of community resources is a plus.
- General knowledge of mood disorders.

- Must have strong communication, critical thinking, and organizational skills.
- Ability to juggle multiple projects in a time-sensitive fashion.
- Ability to work well in a small-team environment.
- General knowledge of MS Office such as PowerPoint, Word and Excel.
- This is a hybrid position. Remote and in-office (Uptown) availability is needed.
- Some evenings and weekends are required, with advance notice.
- Ability to travel within the Greater Houston area as needed.

SALARY AND BENEFITS: Salary ranges from \$40,000-\$47,000, commensurate with experience. Health and life insurance, retirement plan, vacation and holiday schedules are offered with employment.

We are an equal-opportunity employer.

This job description in no way states or implies that these are the only duties to be performed by the jobholder. Individuals will be required to follow any other instructions or perform any other duties as requested by the Executive Director, Board President, or our Board of Directors. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.