



Job Title	Program Associate for Mental Health First Aid (MHFA) and Older Adults (OA)
Reports To	Senior Program Director

Job Purpose

The Program Associate for Mental Health First Aid Program (MHFA) and Older Adult (OA) Program supports specific Program Team divisions in carrying out key programmatic functions including: responding to the public verbally and in writing, fulfilling information and publication requests, preparing for conferences, supporting program evaluation efforts, marketing, data entry, logistics for in person and virtual meetings, reporting support and other program and administrative support functions.

Duties and Responsibilities

- Respond to public inquiries for Older Adult and Mental Health First aid materials and information
- Enter program data and new leads into Salesforce for OA and MHFA. Scrubs MHFA distribution list establishes process for regular updating in Salesforce
- Support team in data integrity efforts and standard reporting, computes baseline measures for OA and MHFA metrics. Develops routine data-capture methods to track performance. Develops tools to support analysis of data. Create spreadsheets or use other tools to support data organization and decision-support. Documents first aiders trained by jurisdiction and trainee type to monitor compliance with grant deliverables
- Assists team with purchasing, Divvy reports, expense tracking against grants
- Processes survey data for OA. Exports survey data for MHFA, with collaboration from team.
- Primary lead to organize impact stories for OA and MHFA including photos/videos, creates and maintains library of impact stories
- Assist with information and referral functions including coordinating the intake of new clients and volunteers into the Older Adult program. Establishment of a confidential database of referrals and disposition by age, type of service, for review by the OA team lead
- Supports volunteer program. Co-facilitates volunteer supervision sessions, records notes, provides reports, initiates reminders, volunteer recognition efforts and events list mailings
- Manages regular communications to MHFA instructors, implements and supports webinars, and manages instructor meetings/summits/conventions. Coordinates with MIEMSS officials to advertise opportunities for Fire/EMS/CIMS instructors. Coordinates/engages Fire/EMS/CISM instructors who indicate an interest in teaching MHFA
- Provides administrative support to the entire Programs Team for PT meetings, including scheduling, minutes, and agenda
- Assists with the development, upkeep, and revisions to the Program Team Private Teams channel
- Assist with creation of Programs Team Standard Operating Procedures for OA and MHFA. Assists with division-wide Standard Operating Procedures
- Supports the technology efforts of the organization, including data migration and file storage upkeep in various data repositories for OA and MHFA grant, and project data
- Works with Coordinator to assure CPDs do not expire, are renewed as needed, and that CEU's are applied for in all cases where possible for trainee use
- Manages MHFA instructor and community class registrations (Eventbrite/Connect). Builds and closes courses in LMS, ensures invoices are generated for accounts payables and monitors payment
- Participates in training to become a Mental Health First Aider and a Certified Instructor
- Assist with website management, supports social media posting, collaborates on review of NCMW website for alignment and content
- Regularly reviews all contracts or engagement documents related to program areas assigned
- Staff health fairs or other public events as needed

- Draft and proofread correspondence, publications and grant proposals and reports
- Create spreadsheets or use other tools to support data organization and decision-support
- Strategic research as needed
- Program and project implementation as assigned
- Supports goal setting, budget input and strategic plans

Qualifications

- Two years prior experience working as a Program Assistant in a relevant field.
- Has proven experience with social media, campaigns and managing social media accounts
- Is proficient in MS Office programs
- Has proven case/client management experience
- Experience in human service or behavioral health field highly desirable
- Experience with MailChimp, Salesforce, Sharepoint and learning management and project management software preferred
- Associate of Arts degree in social sciences or administration
- Strong interpersonal skills
- Work style fosters an effective team environment
- Ability to meet deadlines and deliver quality work
- Has the ability to remain calm under pressure
- Has a high level of professionalism
- Can maintain confidentiality and to use discretion in all interactions
- Strong oral and written communication skills
- Excellent problem-solving skills and is proactive in nature
- Exceptional time management and organizational skills
- Sharp attention to detail with a strong ability to multitask
- Commitment to the mission of MHAMD
- Ability to initiate work and offer suggestions for quality improvement

Position Classification

Full time, non-exempt and benefits. Benefits include vacation, sick, personal, and holidays, life insurance, short-term and long-term disability, 403(b) retirement plan, medical, dental and vision insurance, and health savings account.

General Conditions

- Monday through Friday 8:30am to 5pm
- Ability to sit or stand for prolonged periods
- Visual acuity and gross/fine motor skills to use a computer monitor and keyboard
- Ability to hear, produce and understand speech for telephone/videoconferencing use
- Evening and weekend work may be required
- Must Be able to lift-up to 25 pounds at times
- Reliable transportation

Travel Requirement

Ability to travel throughout the State of Maryland.

Flexible Work Arrangement

Position is FWA eligible but candidates should be prepared to work in the office location when required.

Location

State of Maryland

MHAMD is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state, or local laws.