



Mental health
advocacy, education
and support.

NAMI Chicago Job Posting

Title: Engagement Manager

Type: Full-Time

Reports to: Coordinator of Growth & Engagement

Background:

The mission of the National Alliance on Mental Illness (NAMI) Chicago is to provide hope and improve the quality of life for those whose lives are affected by mental illness. NAMI Chicago seeks to fill gaps in Chicago's mental health system, with an intentional emphasis on serving underrepresented populations and breaking down barriers to care.

Position Summary:

NAMI Chicago is seeking an Engagement Manager to assist our team in building a vibrant community of supporters. The Engagement Manager's work will center around fundraising and engagement events, communications, and the Ambassador and volunteer program. The Engagement Manager position would be a strong fit for an individual who is early in his or her career, seeking broad exposure to development and engagement work in a nonprofit setting, and passionate about NAMI Chicago's mission.

All responsibilities described below support the ultimate goal of providing hope and opportunity to vulnerable populations, specifically individuals and family members of those living with mental illnesses and/or substance use disorders.

Primary Responsibilities:

Fundraising and Events

- Assist in developing and executing NAMI Chicago's fundraising and engagement events, such as annual Gala and NAMIWalks Chicago
- Conduct prospect research for financial support, sponsorship and in-kind gifts
- Build and maintain relationships with potential and current supporters who identify with NAMI Chicago's mission

Ambassador Program

- Coordinate the recruitment and screening of new Ambassadors, individuals who tell their personal stories or volunteer their time in NAMI Chicago's programs
- Support with details of Ambassador communication, training, continuing education and appreciation

Communications & Social Media

- Develop and manage content for NAMI Chicago's social media accounts (Facebook, Instagram, Twitter)
- Monitor and analyze trends in the "conversation" around mental health and wellness in Chicago and online (hashtags and social media campaigns, awareness weeks, celebrity support, etc)
- Remain current on NAMI Chicago's media presence and program achievements
- Support with website audits and content development as needed



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General

- Manage data entry and relationship tracking using CRM technology and Microsoft Excel
- Attend outreach and engagement events in the community as needed
- Attend all staff meetings and trainings.
- Other duties as assigned by Coordinator of Growth & Engagement.

Qualifications:

- Bachelor's degree required (or equivalent experience with explanation)
- 1-2 years of work experience with communications, fundraising, volunteer management or customer service
- Organized with impeccable attention to detail
- Exemplary written communication skills and strong social media/Internet acumen
- Warm and professional approach to working with supporters of different types and backgrounds
- Flexible approach to work; willing to jump in and help wherever needed
- Demonstrated commitment to serving underrepresented and vulnerable populations, including social and racial/ethnic minorities as well as those living with mental illnesses and/or substance use disorders
- Willing to work in a diverse environment in regards to race, ethnicity, culture, sexual orientation and gender
- Proficient in Microsoft Windows, Microsoft Office, and database management.

Applications will be accepted until the position is filled. Please send a resume, cover letter and writing sample to Rachel Bhagwat at rachelb@namichicago.org. NAMI Chicago is an equal opportunity employer.