



Mental health
advocacy, education
and support.

NAMI Chicago Job Posting

Title: Recovery Manager

Type: Full-time

Reports to: Williams Project Director

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:

The Recovery Manager reports to the Williams Project Director and is supported by the Associate Director. The Recovery Manager is responsible for the day-to-day management of all recovery programs and other projects, outlined below. The Recovery Manager will supervise Support Specialists and Recovery Support Providers. All activities described below are to be performed in the service of vulnerable populations; specifically individuals and family members of those living with mental illnesses and/or substance use disorders.

Primary Responsibilities:

Re: NAMI Chicago Recovery Programs

The Recovery Manager will be responsible for all recovery programs, including Wellness Recovery Action Plan (WRAP), recovery support groups and restorative programming. They will be responsible for all areas of these programs, including:

- Coordinate and implement classes and workshops of recovery programs on a regular basis
- Create and maintain relationships with service providers in the community in order to provide a variety of programming
- Coordinate regular restorative programming events for NAMI Chicago volunteers, members, and speakers in coordination with NAMI Chicago's Coordinator of Growth & Engagement
- Keep an organized list of trained trainers, facilitators, and attendees in NAMI Chicago's database
- Market recovery programs in the community
- Provide resources via NAMI Chicago database and outside referrals as needed to all program participants.
- Maintain official records and documents, as assigned, and ensure compliance with federal, state and local regulations
- Participate in program evaluation research as it pertains to recovery programs
- Maintain budgets
- Schedule weekly check in meetings to debrief with facilitators of NAMI Chicago's recovery programs about progress on projects (social support group, social support club and WRAP classes) and problem solve issues as they arise with more frequent supervision and meetings around specific programs as requested
- Available as needed for immediate issues that may arise with recovery program staff, facilitators or participants



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Re: In Home Recovery Support (IHRS) Program

Provide support for the In Home Recovery Program. This program involves Recovery Support Providers working one-on-one with people living with mental illness in residential facilities in order to help them build skills and competencies to move into the community and further support during their transition to the community. Under this program, the Recovery Manager will:

- Act as a liaison between NAMI Chicago staff, state agencies, residential facilities, and community based mental health treatment providers for this program and coordinate with other NAMI Chicago staff who are also working with these networks
- Support Recovery Support Providers with day to day supervision. This includes problem solving conflicts with individuals served in this program, building relationships with community agencies and residential facilities, scheduling Recovery Support Providers for shift, providing one-on-one supervision with Recovery Support Providers, and providing other support as needed to Recovery Support Providers.
- Support Recovery Support Providers in advocating for individuals who may need multiple services and require assistance in gaining access to mental health, substance use, social, vocational, educational, housing, public income entitlements and other community services.
- Provide culturally appropriate, competent and comprehensive support in accordance with the individual's age, gender and gender identity, sexual orientation, race, ethnicity, religious beliefs and culture.
- Assist staff in developing policies and procedures by drawing from personal experience in recovery and personal interactions with providers.
- Assist staff in working cooperatively with the treatment team of individuals served under this program, including, but not limited to, residential facility staff and case managers and clinical transition team.
- Maintain positive and mutually respectful relationships with other human service providers, entitlement agencies, health care vendors, and the community.
- Report to assigned supervisor and actively seek out consultation whenever necessary or requested by supervisor.
- Adhere to confidentiality practices and procedures per agency policies.
- Maintain compliance with agency policies and procedures.
- Other duties as assigned by supervisors.

The Recovery Manager will also be responsible for:

- Assistance on the NAMI Chicago Helpline
 - Provide support and referrals to callers
 - Maintain intake records in NAMI's database
 - Participate in regular trainings and briefings to stay up to date with the mental health system
- Grant writing for all recovery programs
 - Actively seek out funding opportunities through grants and donors, in collaboration with NAMI Chicago's Coordinator of Growth and Engagement
 - Maintaining necessary records and budgets for recovery programs
 - Report required information to funders as needed
- Community presentations



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- Provide trainings and presentations in the community on a variety of subjects in mental health (signs and symptoms of mental illness, de-escalation skills, stigma and mental health, etc.)
- Maintain records of trainings in the community within NAMI systems
- Participate in training evaluations as necessary
- Assist in training and preparation for other staff as needed
- Lead the organization in maintaining best practices for people in recovery
 - Maintain and audit language on all NAMI materials to ensure the use of appropriate, first person language and recovery oriented principles
 - Maintain a working knowledge of significant developments and trends in the field of stigma and mental health recovery and report back to NAMI staff at team meetings
 - Organize advocacy events promoting recovery, including events for mental health awareness month in May
- Advocacy/Policy
 - Work with the Associate Director to support workforce development for peers in the mental health field
 - Advocate for more implementation and support of Certified Recovery Support Specialists (CRSS) in the field

Qualifications:

1. Graduate Degree in Social Work, Counseling, or a related field
2. Certified Recovery Support Specialist (CRSS) preferred
3. Knowledge of recovery principles; experience working with individuals living with chronic mental illness and co-occurring disorder.
4. Understanding of basic clinical skills and clinical settings for behavioral health
5. Experience in a supervisory role

Skills and competencies:

- Ideally the candidate would have firsthand knowledge/experience living with a mental health condition
- Conflict resolution and diplomacy
- Time and stress management
- Ability to supervise a team of diverse individuals
- Ability to integrate and collaborate with other NAMI Chicago programs
- Demonstrate sensitivity and compassion
- Understanding of local mental health resources and ability to provide resources
- Represent the organization with professionalism and integrity
- Knowledge and comfort using social media to communicate and promote information
- Able to travel locally and nationally
- 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
- Well organized
- Experienced in public speaking

Applications will be accepted until the position is filled. Please send your resume and cover letter to Ashley Warren at ashleyw@namichicago.org. NAMI Chicago is an equal opportunity employer.