



Mental health  
advocacy, education  
and support.

## NAMI Chicago Job Posting

**Title:** Outreach Worker

**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:**

Under the direction of the Williams Outreach Project Director this person is responsible for Outreach to Specialized Mental Health Rehabilitation Facility (SMHRF) residents (Williams Class Members) to provide accurate information about their rights under the Williams Consent Decree. This will enable Class Members to make informed choices concerning their options and opportunities to live independently in the community.

The role of the Outreach Worker is to ensure that Class Members and their families have all the available information on their options to transition from the nursing facility, of the array of community-based service options, and of the next steps in the transition process. Outreach Workers may have multiple contacts with each Class Member.

The purpose of outreach is not to conduct clinical assessments or make promises about one's ability to transition to independent community living. However, the Outreach Workers may certainly assist class members in thinking through their options and helping them to reach informed decisions.

### **Primary Responsibilities:**

- ❖ Providing information on Williams Consent Decree supports and services to Williams Class Members, family members, and the community at large
  - Ensuring that Class Members and their families have all the available information on their options to transition from the SMHRF, of the array of community-based service options, and of the next steps in the process.
  - Troubleshooting issues with Class Members
  - Filing Appeals submitted by Class Members
- ❖ Quality of Life Surveys (QLS)
  - Completing all assigned QLS surveys
- ❖ Attending meetings and trainings to stay current with Williams Consent Decree programs and practices
  - Weekly teleconferences with Division of Mental Health (DMH) staff
  - Attend Williams Consent Decree DMH trainings
  - Attend NAMI Chicago staff meetings



Mental health  
advocacy, education  
and support.

❖ Facilitating community presentations

- Quarterly community/group meetings held at each assigned SMHRF
- Presentations in the community about services and supports provided under the Williams Consent Decree

❖ Assisting Moving On Ambassadors

- Attending and assisting with bimonthly meetings to debrief about progress on projects, problem solve issues that may arise, professional development and re-stocking supplies
- Hosting Ambassador Interest Meetings at Drop-In Centers and other community spaces

**Outreach Worker will also be responsible for:**

1. Maintaining a working knowledge of significant developments and trends in the Williams Consent Decree.
2. Establishing sound working relationships with community groups and organizations.
3. Representing the programs and point of view of the organization to agencies, organizations, and the public.

**Qualifications:**

Candidates will possess a Bachelor's degree in counseling and guidance, rehabilitation counseling, social work, education, vocational counseling, psychology, pastoral counseling, family therapy, or related human service field or experience equivalent to a Bachelor's.

Candidates who have personal lived experience with mental illness will possess a Certified Recovery Support Specialist (CRSS) or Certified Peer Recovery Specialist (CPRS) certificate.

Candidates will have demonstrated interpersonal and public relations skills and commitment to the mission of the organization and the purpose of the Outreach & Information Dissemination Project.

Having your own transportation is highly recommended due to heavy travel.

**Skills and competencies:**

- Ability to integrate and collaborate with other NAMI Chicago programs
- Demonstrate sensitivity and compassion
- Represent the organization with professionalism and integrity
- 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
- Understanding of local mental health resources
- 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](mailto:ashleyw@namichicago.org). NAMI Chicago is an equal opportunity employer.