

JOB OPENING: MENTAL HEALTH OMBUDSMAN



Lake County, OH

NAMI Lake County has an immediate opening for a mental health ombudsman. The ombudsman acts as an advocate for people affected by mental illness and their family members.

Responsibilities:

- Listening to concerns or complaints and helping find solutions
- Providing information, guidance and referral to resources
- Helping clients navigate the system, especially when they are receiving services from more than one provider
- Coaching relative to working well with service providers and effective self-advocacy
- Connecting people with NAMI programs and other support services in Lake County
- Overseeing NAMI's Help Line, information and resources, client rights, quality improvement, and certification processes

Position specifics:

- Full time, exempt, salaried position, averaging 40 hrs/week
- Paid time off, paid holidays, and generous paid vacation
- Some evening and weekends are required
- NAMI is committed to the professional growth of team members and offers professional development opportunities

Required:

- BA and minimum five years experience in a related field
- Working knowledge of Lake County Ohio's behavioral health resources
- Experience with web-based databases and Microsoft Office
- Excellent empathetic listening skills
- Ability to establish and maintain effective working relationships with key organizations and clients
- Strong written and verbal communication skills
- Strong public speaking and presentation skills
- Strong customer service skills
- Well-organized, detail oriented and strong problem solving abilities
- Ability to work independently, prioritize tasks and maintain several projects concurrently

Preferred:

- Advocacy, client rights and/or quality improvement background
- Experience working with diverse populations

You're a good candidate for this position if...

- You understand and share NAMI's commitments and values.
- You are comfortable speaking in front of small and large groups and interacting with people you don't know, some of whom may be experiencing symptoms of a mental illness.
- You enjoy coming up with new ideas, and you have the commitment and follow-through to make these plans come to life.
- You are extremely organized and keep track of projects so that no detail gets forgotten and no deadline is missed.
- You believe strongly that mental health and physical health are equally important factors in wellness.
- You work well in a small office setting and communicate to coworkers and supervisors in a timely, proficient matter.

To apply:

Email cover letter and resume with salary requirements and three professional references to: katie@namilake.org (include position title in subject line)

or mail to:

NAMI Lake County, One Victoria Place, Suite 315, Painesville, Ohio 44077, Attn: Executive Director.

- Cover letter should briefly describe your interest in the position and why your experience is a good match.
- Drug screen and BCI background check required for final applicant.
- No phone calls please.

