



## **Job Description**

### ***Network of Care Massachusetts Program Assistant***

The Massachusetts Association for Mental Health (MAMH) is committed to and values racial equity and diversity, and we strongly encourage and welcome people of color, people with disabilities, members of the LBGQT+ community, those with personal experience related to behavioral health conditions, and people with diverse life experiences and backgrounds to apply. MAMH is an *Equal Opportunity Employer*.

The Network of Care MA Program Assistant will join the MAMH team and work closely with Trilogy Integrated Resources, LLC to ensure the integrity of data in the *Network of Care Massachusetts* service directory and enhance user experience. This includes confirming the accuracy and comprehensiveness of the data, as well as assessing whether the data is optimally organized and easily searchable.

The Network of Care MA Program Assistant will also engage in outreach efforts to raise awareness about the availability of the online resource and demonstrate to potential users its service directory and library resources. Outreach activities will focus on communities that experience linguistic, cultural, racial, ethnic, and/or geographic barriers to behavioral health services. The Program Assistant will be supervised by the Network of Care MA Project and Data Manager.

#### **Principal Duties and Responsibilities:**

- Provide programmatic and administrative support to the Network of Care MA Project and Data Manager on overall project management and operations:
  - Actively participate in project management calls and communications; help to advance and track accomplishments against project milestones.
  - Support the work of the Network of Care MA Steering Committee by scheduling meetings, drafting meeting materials, taking notes on key takeaways and actionable items, and providing project support on next steps.
  - Help prepare data reports for Network of Care MA program funders, data partners, and the Steering Committee.
- Work with Trilogy and the MAMH team to maintain data integrity across the site:
  - Ensure the service directory captures the breadth of mental health, substance use, and related social services programs in the Commonwealth; that the individual listings are accurate and complete; and that the listings are assigned appropriate Alliance of Information and Referral Systems (AIRS) taxonomy.

- This includes, but is not limited to:
      - Comparing state licensure, credentialing, and contracting data to the information in the service directory.
      - Working with provider associations and individual provider agencies to add and update information.
      - Conducting internet searches and making phone calls.
      - Evaluating and addressing requests by users to add new listings.
    - Engage in regular updates of special sections of the site, like the COVID-19 Behavioral Health Information Hub and a new Multi-Cultural Behavioral Health Resource Hub.
    - Confirm that information on other sections of the site is current (i.e., Emergency, Insurance, Service Eligibility Requirements, Support & Advocacy, etc.)
- Help to make Network of Care MA more intuitive and user-friendly:
  - With the Project and Data Manager, solicit feedback on the content, functionality, and usability of the site. Work with Trilogy and other members of the MAMH team to troubleshoot, develop effective solutions to enhance user experience, and ensure that community input is incorporated into the site.
  - This includes, but is not limited to:
    - Helping to gather, analyze, and incorporate feedback from user communities (including surveys, focus groups, interviews).
    - Working with Trilogy and the Network of Care MA Project and Data Manager to optimize the organization (categories, subcategories, and listings) and search functionality of the service directory.
    - Helping to ensure the look and feel and content of the site is responsive to users' needs.
- Engage in outreach activities to raise awareness and increase usage of the site:
  - Support the Director for Knowledge Dissemination and Technical Assistance in implementing outreach tactics; assess progress and effectiveness.
  - Prioritize outreach and education activities to communities that experience linguistic, cultural, racial, ethnic, and/or geographic barriers to behavioral health services:
    - Leverage the relationships of MAMH's Board, staff, state agencies, and community partners to develop and foster relationships with trusted leaders representing diverse communities.
    - Through these relationships, gain a stronger understanding of the unique challenges, barriers, needs, and opportunities encountered by different populations. Develop outreach and educational materials to address stigma, support communities in navigating the behavioral health system, and demonstrate how to use the site to find information on local resources.

- Outreach tactics may include, but not be limited to: reaching out to a myriad of stakeholders (i.e., colleges and universities, libraries, school nurses, State House offices, etc.); cultivating existing relationships and building new community partnerships; organizing online trainings and demonstrations; organizing in-person demonstrations and workshops (when deemed safe to resume); representing MAMH and *Network of Care MA* at conferences, coalition meetings and community events; engaging communities through social media; disseminating posters, rack cards and other collateral materials; providing templates (e.g., newsletter articles) to community organizations to engage their members; leveraging mental health awareness days; etc.
- As part of the MAMH team, contribute to general office administration, communications, and/or event logistics as needed.

### Education and Experience:

- Bachelor's or Associate's degree preferred
- Minimum 1-3 years related experience in behavioral health, social services, or other related field preferred or sufficient combination of education and experience
- Experience working in MS Excel with large data files
- Experience in online and offline community outreach and engagement

### Required Knowledge and Skills:

- Meticulous attention to detail and exceptional organizational skills
- Strong oral and written communication skills and interpersonal skills
- Cultural responsiveness and commitment to addressing mental health inequities
- Problem-solving skills, ability to think critically and creatively
- Ability to:
  - Complete tasks on tight deadlines without compromising quality
  - Exercise sound judgment
  - Work well independently and as part of a team
  - Be flexible in an evolving policy and political environment
  - Prepare for and attend meetings, with knowledge and professionalism

### Preferred Knowledge and Skills:

- Fluency in another language, particularly Spanish or Portuguese
- Understanding of mental health and substance use care delivery systems
- Understanding of the general health and human services system in Massachusetts including organizations that provide long term services and support

### Compensation:

- Competitive non-profit sector salary plus benefits

### Application Instructions:

- Please submit your resume and cover letter to [admin@mamh.org](mailto:admin@mamh.org).

### **ABOUT NETWORK OF CARE MASSACHUSETTS:**

*Network of Care Massachusetts* is a free, statewide online resource that helps people of all ages with behavioral health needs find information on services and support in their community. It includes a service directory of over 5,000 mental health, substance use, and related social services across the Commonwealth and a library of more than 30,000 articles, reports, and advisories to enable users to improve their health literacy, research effective prevention and intervention models, and support their well-being.

The site launched on March 16, 2020. The Blue Cross Blue Shield of Massachusetts Foundation, MetroWest Health Foundation, and CF Adams Charitable Trust have funded the build and first three years of implementation of the site. After three years, the goal is to transition ongoing oversight and support to the public sector. The project is being guided by a 16-member Steering Committee. We are also working in close collaboration with existing databases and navigation services in Massachusetts to avoid duplication and to help people find the most efficient ways to identify the services they need in their communities.

### **ABOUT THE MASSACHUSETTS ASSOCIATION FOR MENTAL HEALTH (MAMH):**

Since 1913, the Massachusetts Association for Mental Health (MAMH) has worked to improve understanding of mental health conditions and combat disparities in health services access. We envision a day when all individuals and families across the Commonwealth have the resources and opportunities they need to promote resilience and protect overall health. MAMH disseminates knowledge, convenes diverse stakeholders, and advocates for policy change.