

POSITION TITLE:	Peer Programs Coordinator
JOB STATUS:	Part-time (20 hours per week) nonexempt; permanent
PAY RANGE:	\$23.00 - \$25.00 per hour, depending on experience
BENEFITS:	<ul style="list-style-type: none"> • Kaiser HMO or Blue Shield PPO medical; Principal dental and vision (50% premium paid by employer); life & long-term disability insurance, plus an EAP (at no employee cost) • Vacation, Sick, and Personal time accruals, and 11+ paid holidays annually (prorated) • Paid meal breaks
HOURS:	Flexible schedule during 9am – 5pm business hours, with occasional ability to work during the evening or on a weekend; position is expected to work 3 days per week
REPORTS TO:	Meaghan O’Brien, Peer Workforce Programs Manager
POSITION START:	April 22 nd or as soon as possible

About the Mental Health Association of San Francisco (MHASF)

For over 70 years, MHASF has embodied the progressive ideals San Francisco is known for. We have advocated against stigma and discrimination in mental health across diverse communities and changed policy, perception, and ultimately people. As a peer-run organization, we know that systems change comes when those affected by the issues are centered in the solutions. All of our mental health support programs are staffed by people with personal lived experience of mental health challenges—peers—who use their expertise in their own recovery to build trust, self-confidence, and hope with those seeking support. Looking ahead to a future of mental healthcare focused on holistic, person-centered, and recovery-oriented services, MHASF is working to ensure that peer providers are an integral part of these emerging mental health systems.

MHASF’s core work is providing low-threshold, peer-led support services addressing underserved needs in individual, group, community-based, and telehealth modalities. We lead the San Francisco community in providing progressive, innovative training and technical assistance on recovery-oriented mental health topics for businesses, community-based organizations, employers of peer staff, and the general public. We also develop peer mental health workers and advocates through training, mentorship, and employment and volunteer opportunities. People with lived experience of mental health challenges are strongly encouraged to apply to work with us!

OVERVIEW OF POSITION

In collaboration with our Peer Development team, the Peer Programs Coordinator will provide support through outreach, training, facilitation, and coordination for a variety of MHASF programs and activities centered on developing transition-age youth (TAY) and adult community members to give voice to their experiences with and perspectives on mental health. The Peer Programs Coordinator’s work will have impact upon the full scope of program activities, from planning and implementation through evaluation and reporting, and will involve work in a range of both internal and outward-facing capacities. Our ideal candidate will be a strong communicator with experience in training and administrative work, and who can develop trusting, supportive relationships with our program participants. Most importantly, the Peer Programs Coordinator will model how lived experience with mental health challenges can be used as an advocacy tool to influence policy, improve systems, and change minds.

Responsibilities

The Peer Programs Coordinator will be willing to jump in to address priority needs and projects as they arise, and will have variety of responsibilities in the following areas:

The mission of MHASF is to cultivate peer leadership, build community, and advance social justice in mental health.

870 Market St., Suite 928, San Francisco, CA 94102 • Phone: (415) 421-2926 • Fax: (415) 421-2928 • <http://mentalhealthsf.org>

Outreach, Presentations & Recruitment

- Coordinate outreach to TAY and adults with lived experience of mental health challenges to provide information about opportunities for participation in MHASF groups and activities
- Schedule and facilitate community presentations, participate in tabling events, and perform other outreach activities in a variety of media
- Collaborate with Community Engagement staff to ensure agency outreach activities are well-coordinated and effective
- Support the development of program-related communications for print, social media, and the website
- Oversee recruitment of TAY and adult members for new speaker's bureau cohorts, advisory groups, and other groups, including screening applicants and conducting interviews with team support
- Guide new and prospective participants and group members through application and acceptance processes
- Facilitate participant presentations and support speakers with preparation and debriefing
- Participate in meetings with community partners and other stakeholders as a program representative

Onboarding, Training & Retention

- Communicate frequently with new participants to ensure a positive experience and accurate expectations
- Orient new participants to groups and programs
- Facilitate new participant beginning and advanced trainings
- Serve as a peer mentor for participants learning to share their stories and participate in advocacy
- Assess participant satisfaction and evaluation of groups and programs through surveys and other tools
- Maintain regular contact with all participants to promote participation in events and new opportunities

Recordkeeping & Data Entry

- Ensure participant information is complete, accurate, and collected in a timely manner
- Input participant data into tracking tools and databases and update as needed
- Maintain program physical files
- Coordinate with Finance office to ensure timely payment of participant stipends
- Provide data to program managers and Community Engagement staff for periodic reports

General Staff Responsibilities

- Participate in monthly staff meetings and all-staff trainings as scheduled
- Collaborate with staff on special projects as needed, including participation in short-term committees
- Be ready and willing to shift responsibilities to support new grant requirements and agency priorities
- Make recommendations for improvements to processes and practices, and identify opportunities for MHASF to increase its impact and sustainability when possible

The above list is meant to be representative of the position, not comprehensive, and is subject to change depending on the needs and priorities of MHASF.

REQUIRED QUALIFICATIONS:

- **Personal lived experience of mental health challenges, and willingness to disclose to participants and during presentations, is required for this role**
- Minimum of 1-2 years' experience in positions focused on community outreach, volunteer coordination, and/or training facilitation, preferably in a nonprofit setting—experience working with TAY a plus!
- Excellent verbal communication skills and ability to adapt responsively to a variety of audiences
- Outstanding ability to facilitate effective, supportive trainings for people with diverse learning styles
- Professional-level writing skills and ability to present visual information effectively
- Proficiency with Microsoft Office Suite, specifically Word, Excel, and PowerPoint
- High level of organization, time management skills and ability to track multiple concurrent projects and meet deadlines

- Experience with data entry in spreadsheet and/or database formats, close attention to detail
- Ability to travel locally for meetings and events via own or public transportation
- Willingness to learn from others, take feedback, and make adjustments to communication and behavior
- Experience taking initiative to self-educate about unfamiliar subjects or concepts
- Affirmative and accepting approach toward people from diverse backgrounds and experiences
- Commitment to upholding the mission, vision, and values of MHASF

TO APPLY

Applications must include the following:

- 1) An up-to-date **résumé**
- 2) A thoughtful **cover letter** describing your unique qualifications for and interest in this role

Include these documents as attachments in either a Word or PDF format. Applications that do not include all three of these documents will not be considered.

Please email applications to careers@mentalhealthsf.org. In your subject line, use the format “[Last Name], [First Name] – Peer Programs Coordinator.”

We endeavor to maintain an accessible and transparent application process. We will confirm receipt of all complete applications, and will strive to notify applicants of the status of their application as soon as possible.

If you believe you may need a disability accommodation to participate in this application and/or interview process, please contact us at careers@mentalhealthsf.org.

Equal Opportunity Employment Statement

Mental health challenges can affect anyone at any time, regardless of identity or background, and consequently the communities we serve are highly diverse. As a peer-run organization, we also recognize the importance of lived experience as an irreplaceable form of expertise and as a basis for building trust and providing effective services. We welcome and strongly encourage people from historically marginalized and economically disadvantaged groups, including people who identify as disabled or neurodivergent, to apply to work with us.

MHASF is committed to providing equal employment opportunities to all qualified applicants for employment and does not discriminate on the basis of race, religion, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status, sex, gender or gender identity, gender expression, age, sexual orientation, military or veteran status, or any other factor not related to ability to successfully fulfill the requirements of the position.