



**Parent/Professional
Advocacy League**

Statewide Office
77 Rumford Ave
Waltham, MA 02453
Toll Free: (866) 815-8122
Fax: (617) 542-7832
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Central MA Office
21 Cedar Street, Floor 1
Worcester MA, 01608
Tel: (508) 767-9725
Fax: (508) 767-9727
Web: <https://ppal.net/>

Position Title: Program Manager – Central MA Area
Reports to: Executive Director

Have you traveled or are you traveling the mental health journey with your child, youth, or young adult? Do you feel passionate about helping other families who are doing the same and making a positive impact on systems and services? If so, then this job may be for you!

Parent/Professional Advocacy League, Inc. (PPAL) is a small but impactful non profit organization working to make life better for families of children, youth, and young adults with mental health needs. PPAL works with families throughout Massachusetts who need help navigating services in mental health, juvenile justice, school, and other systems. We work in close partnership with other community and state agencies with the goals of supporting families, nurturing parent leaders, and improving systems. More information about PPAL can be found at <https://ppal.net>

The Program Manager for the Central MA Area (DMH) will be responsible for both internal and external activities for PPAL including program operation, staff training and supervision, and marketing and outreach. The responsibilities are varied, challenging, and require positivity in a fast-paced, often changing environment.

The Program Manager *must* have experience raising a child, youth, or young adult with emotional, behavioral or mental health needs, and a strong desire to support PPAL's mission of improving the mental health and wellbeing of children and families.

This position is currently hybrid - office, home, and community based with offices in Waltham and Worcester, MA. Bilingual preferred but not required.

Interested? Here's what you would be doing...

- Overseeing and administering the operation and contract deliverables of the Community and School Therapeutic Supports for Families Program, funded by DMH Central MA Area (Program), to best support families. The contract deliverables include caregiver support groups, family information and referrals, trainings, workshops, and community and school outreach and marketing.
- Providing leadership, training, coaching, and support to team members in alignment with PPAL's senior leadership team, mission, and vision, and across all areas of service delivery, to build a strong team and advance Providing regular supervision and workload management to Assistant Program Manager (APM) and, in conjunction with APM, family support specialists and other Program team members.
- Building effective and robust family support groups, referral networks, consultative services, trainings, and workshops focused on family support, and developing family involvement and leaders in children's and youth mental health.
- Conducting presentations, public speaking events, trainings, workshops, panels, and support groups aligned with the Program's and PPAL's goals.
- Developing and implementing effective marketing and outreach campaigns to generate awareness and accessibility of the Program offerings in the applicable communities, schools, and psychiatric and medical provider offices.
- Through direct contact, speaking engagements, participation in mental health related meetings and community events, and in conjunction with PPAL's senior leadership team, networking with local partners and stakeholders



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to generate inclusion of and support for families navigating the mental health system with their children; and developing and maintaining partnerships with relevant community partners.

- Identifying and regularly reporting to senior leadership areas of needed improvement in the Program and system supports for families with children, youth, and young adults with mental health challenges; making recommendations for improvement.
- Monitoring the Program budget and expenses.
- Providing timely reporting of Program activities as determined by PPAL's senior leadership team.
- Supporting PPAL's data collection and reporting efforts.
- Stepping in to help Program team members with service deliverables, including after hour emergencies, and weekend/evening Program activities.
- Adhering to and implementing PPAL's policies and procedures to support the efficient and effective operation of the Program and PPAL.
- Working across departments to advance the Program goals and PPAL's mission.
- Representing PPAL in a positive and professional manner at all times; consistently communicating PPAL's mission and vision.
- Embraces diverse cultural norms and regularly demonstrates cultural awareness, humility, and a desire to learn. the skills of team members.

You're a good fit if...

- You are compassionate, passionate, and motivated.
- You have raised or are raising a child, youth, or young adult with emotional, behavioral or mental health needs.
- You have navigated resources and systems for yourself or others and have overcome barriers and challenges.
- You have strong time management and prioritization skills.
- You have good knowledge of the DMH Central MA Area communities and resources.
- You have knowledge of and experience with family peer support models.
- You are a good group facilitator, trainer, teacher, and leader.
- You are a good listener, speaker, and writer.
- You can provide one-on-one positive reinforcement and constructive feedback.
- You are good at thoroughly planning and following through.
- You value open, effective, and timely communication with others.
- You respect and value collaborators with varying perspectives and interests.
- You value cultural awareness and want to ensure that issues of diversity, inclusion, disproportionality, and cultural responsiveness are thoughtfully considered and effectively addressed.
- You can plan and execute effective online meetings and discussions.
- You can accommodate some evening and weekend work.
- You have a valid MA drivers license and access to a car (driving is required.)

If this describes you, let's talk! Submit your resume and cover letter (including your personal experience with children's mental health) to info@ppal.net before December 31, 2022.

This is a 40 hour/week salaried position with a salary range of \$52,000-\$60,000. Benefits include generous PTO, holidays, and health/dental insurance.