



Center for Public
Representation

Job Description

Communications Coordinator for MAMH and CPR

MAMH and CPR are hiring a Communications Coordinator who will support communications for both organizations. We are committed to and value racial equity and diversity and we strongly encourage and welcome people of color, people with disabilities, those with personal experience related to a mental health condition, members of the LBGQT community and people with diverse life experiences and backgrounds to apply. Both *MAMH and CPR are Equal Opportunity Employers*. We are committed to creating an inclusive environment that promotes and values diversity.

The Communications Coordinator is responsible for supporting a broad range of communications activities at MAMH (70%) and CPR (30%), including online and in-person events, social media, website, and email communications related to policy and program initiatives, fundraising, and outreach.

Principal Duties and Responsibilities:

- Maintain and support MAMH and CPR website and digital communications
 - Under the direction of the MAMH Director for Knowledge Dissemination and Technical Assistance, maintain MAMH website pages with weekly updates, including the Library, Events, and Older Adults Training Calendar
 - Support ongoing website maintenance at MAMH and CPR as needed, especially Home Page and Advocacy pages
 - Support MAMH and CPR staff in maintaining an active social media presence
- Implement and maintain CRM (customer relationship management) system
 - Assist in implementation of new Salsa CRM and provide technical support in using Salsa to other MAMH and CPR staff, as needed
 - Maintain Salsa mailing lists for both organizations
 - Coordinate mass mailings for Action Alerts, announcements of upcoming events and innovations, fundraising campaigns, and other activities
- Support policy, program, and training activities
 - Coordinate technology and logistics for online events, including managing registration, coordinating practice and day-of-event technology, and ensuring appropriate follow-up for presenters and participants (MAMH)
 - Provide logistical support for in-person events (MAMH/CPR)
- Assist in producing and disseminating monthly newsletter at MAMH and quarterly newsletter at CPR
- Other responsibilities
 - Under the direction of the Director for Public Policy and Government Relations, assist in weekly updates to Network of Care Massachusetts COVID-19 Hub pages

- Provide research, editing, and formatting support to the MAMH and CPR staff
- As part of the MAMH team, contribute to general office administration, as needed.

The Communications Coordinator reports to the MAMH Director for Knowledge Dissemination and Technical Assistance (MAMH) and the CPR Executive Director. This position is a full-time (40-hour) position with flexible scheduling between the hours of 7:30 AM – 6:00 PM. It is located in CPR's western Massachusetts office although there is some flexibility about locating the position in Boston and consideration will be given to telework for one or more days per week.

Education and Experience:

- Minimum Associate's degree in communications or related field required; Bachelor's degree in health communications, journalism, or related field preferred
- Experience in communications or related field required
- Minimum 1-3 years related experience in communications related to health, social services, or related fields preferred but not required

Required Knowledge, Skills, and Values:

- Well-organized, with meticulous attention to detail
- Problem-solving skills, ability to think critically, and flexibility
- Well-developed writing skills
- Strong communication and interpersonal skills
- Ability to:
 - Complete tasks on tight deadlines without compromising quality
 - Exercise sound judgment
 - Work well independently, as well as part of a team
 - Be flexible in an evolving policy and political environment
 - Experience with website management and maintenance
- Intermediate or advanced skills using Word, PowerPoint, and Excel
- Commitment to improving the lives of individuals with disabilities and mental health conditions

Preferred Knowledge, Skills, and Experience:

- Experience planning events using online platforms, especially Zoom and GoToWebinar
- Experience with CRM systems, especially Salsa
- Spanish language skills a plus

Compensation:

- Competitive non-profit sector salary plus benefits

About the Massachusetts Association for Mental Health:

Since 1913, 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.

About the Center for Public Representation (CPR):

The Center for Public Representation (CPR) is a national legal advocacy center that has been advancing the civil rights of people with disabilities who live both in the community and in institutional settings, for over forty years. Its staff of eleven attorneys, a director of its Supported Decision-Making project, and two paralegals work in its Northampton, Newton and D.C. offices. CPR recently established a national policy program that primarily is located in its D.C. office. Through its systemic advocacy over the past four decades, CPR has been a major force in promoting community integration, self-determination and improvements in services for people with disabilities throughout the country.

To Apply:

Applicants should submit a resume and cover letter by October 23, 2020 to admin@mamh.org