

## Mental Health America of Northeast Indiana

### Job Description

**Position Title:** Parent Café Lead Facilitator  
**Reports to:** Parent Café Program Coordinator  
**Status:** Non-Exempt, Hourly

#### GENERAL PURPOSE

Provide facilitation for Parent Café meetings through the region and maintain the model fidelity to ensure the best possible outcome for consumers. Maintain close communication with Program Coordinator on all aspects of the program. Track and implement logistics needed to keep the program running at the highest standards.

#### ESSENTIAL DUTIES & RESPONSIBILITIES

- Answer calls and email from the Program Coordinator within four hours upon receipt, during regular working hours.
- Manage purchasing of snacks and materials needed for all Parent Café meetings and/or in-house trainings. Purchases can be reimbursed or requested by submitting a purchase request to the Program Coordinator.
- Transport materials and snacks to and from Parent Café meeting locations, or delegate the task to supporting table hosts.
- Arrive at Parent Café location no less than 30 minutes before meeting start time and greet representatives from partner organization with enthusiasm.
- Delegate tasks and supervise table hosts during meeting setup.
- Serve as point-person to solve problems with partner organization and/or consumers as they arise.
- Begin meetings in a timely manner and facilitate all meetings according to the fidelity of the model.
- Distribute and collect entry and exit surveys at each meeting. Collect and submit original survey forms to Program Coordinator in a timely manner and/or record data on company "Shared Drive" data sheet.
- Maintain attendance records. Develop meeting sign in sheets that includes location of meeting, date of meeting, name, and signatures for all attendees. Submit original attendance sheets to Program Coordinator monthly or sooner. Electronically record

attendance weekly or sooner. Notify Program Coordinator of any drastic changes in meeting attendance.

- Attend organizational, departmental, and committee meetings as directed
- Plan, coordinate arrangements, and prepare for meetings and events as needed.
- Perform other duties as assigned.

### **QUALIFICATION REQUIREMENTS:**

- Undergraduate degree (AS or BA/BS) in Business Administration, Education, Health, Human Services, etc.
- Must have the ability to facilitate programs according to the fidelity of the model, analyze and solve problems; learn and apply new information and skills; and perform highly detailed work.
- Must understand principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Must demonstrate excellent communication skills (written, verbal, and non-verbal) and ability to respect and interact with staff, volunteers, community partners, and the public.
- Must be able to build relationships and collaborate within the work team and various organizations.
- Must demonstrate the ability to work with minimal supervision; be self-motivated, have attention to detail, be well organized, and demonstrate dependability and timeliness in performing needed tasks.
- Must have or develop proficiency using MS Office applications and other software applications.
- Must demonstrate strong work ethic, professionalism, respect, and ethical decision making
- Must show a positive, solution-focused, and collaborative approach to work with a commitment to group success and problem-solving
- Valid Indiana Driver's License and required minimum insurance coverage required

### **PHYSICAL DEMANDS**

While performing the duties of this position, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands to operate, handle or feel office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and to occasionally lift up to forty pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not construed as an exhaustive list of all job duties or specific tasks performed by the employee so assigned.

I understand and accept the responsibilities described above.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_