
Community Ambassador Team Leader

Job Summary

The **Community Ambassador Team Leader** is responsible for oversight and effective implementation of programs sponsored by Ambassadors 4 Mental Health Access (A4MHA). This role is responsible for coordinating communication and facilitating the sharing of resources and program updates among A4MHA Liaisons. The Team Leader also manages the collection, analysis, and reporting of both qualitative and quantitative data related to program performance and impact.

This is a two-year grant funded position, 24 hours a week

(potential opportunity to expand to 35 hour a week position in future)

Principal Duties and Responsibilities

1. Daily oversight of the A4MHA initiative.
2. Provide technical assistance, guidance, and support to A4MHA Ambassadors and Liaison.
3. Support the coordination of a Community Impact Board.
4. Ensure that the principles of a wellness and recovery-based service system are understood and modeled by all staff and promoted to the entire community.
5. Additionally, these principles must be incorporated in the delivery of all A4MHA workshops, classes, and activities.
6. Must possess an ability to interact with difficult and disruptive service participants in a calm and empathetic manner to ensure the safety of the individual as well as the other group/activities members (customer service/ boundaries/empathy).
7. Work with management team to establish policies and procedures that promote wellness principles and embrace diversity and cultural awareness.
8. Maintain strong relationships with community, partners and wellness consumer resources.
9. Develops and maintains professional relationships with community stakeholders and providers to ensure program visibility and cooperative coordination of service delivery.
10. Implement, monitor & maintain A4MHA data. Including monthly technical assistance calls with the funder.
11. Coordinate all technical aspects of A4MHA service coordination (Microsoft teams/excel/word/PowerPoint, Canva, Zoom, Survey Monkey, Constant Contact, Go-Mo, Facebook, Instagram, TikTok etc.)
12. Possess the ability to collect, input into the computer and maintain pertinent data, develop reports and take an active part in development of quality improvement plans.
13. Provide educational opportunities for A4MHA Ambassadors to expand knowledge of all wellness and evidence-based modalities utilized as part of the A4MHA.
14. Must be able to follow agency policy and procedures, maintain structure for A4MHA program staff and follow policy and procedure.
15. Follow budget guidelines, submit all paperwork and receipts, and adhere to policies in relation to all fiscal matters related to the program.

16. Performs other related duties which may be requested by supervisor.

Successful Candidates will have:

- Must be a self-identified mental health consumer with experience in the mental health field and/or peer support or other consumer-oriented training programs.
- Effective communication and interpersonal skills (patient, assertive, flexibility, empathetic, task oriented).
- Ability to oversee liaison and program operations.
- Ability to accept supervision and follow all directives.
- Must have strong technical skills & ability to learn several computer programs fast.
- NJ Driver's License in good standing and a vehicle in good operating condition.
- Must have strong internet access & technology for remote working.
- Must have good time management skills.
- Ability to work collaboratively with others within and outside the agency.
- Job may require evening and weekend hours.
- Have extensive experience in mental health services, with working knowledge of community organization.
- Background in working with mental health consumers and volunteers.
- Experience with data collection and analysis.

Salary Range \$21-\$24/hour

MHANJ is an Equal Opportunity Employer. We embrace and encourage differences in age, color, disability, ethnicity, gender identity or expression, national origin, physical and mental ability, race, religion, sexual orientation, veteran status, and other characteristics that make our employees unique. We encourage and welcome diverse candidates to apply for any position you are qualified for to bring your unique perspective to our agency.

About Ambassadors 4 Mental Health Access

The Mental Health Association in Atlantic County (MHA) proposes to establish a network of *Ambassadors 4 Mental Health Access* to engage directly with marginalized communities, providing culturally competent education, resource navigation, and peer support. By utilizing community leaders from business, faith based, civic, and cultural organizations, we aim to:

- Build trust
- Reduce stigma
- Navigate systemic barriers that prevent people from seeking/receiving care

The Ambassadors 4 Mental Health Access (A4MHA) model builds on the principles of several successful models in use across the US, by training everyday citizens who are natural leaders, those known in their neighborhoods as trusted sources of guidance, compassion, and connection. These *community beacons* act as living libraries of local knowledge and serve as trusted guides for their peers. Through training and support, ambassadors are empowered to identify and refer to vulnerable at-risk individuals who live independently but may be silently struggling. These are often marginalized adults with limited or no support systems, whose emotional, mental health or physical challenges place them at serious risk of isolation or losing their independence.

The genius of the *A4MHA* model lies in its simplicity: ambassadors are not expected to act as counselors or social workers, nor are they asked to alter their everyday responsibilities. Instead, they are trained to recognize *warning signs*—subtle or visible red flags such as expressed conversations, illness, confusion, poor hygiene, isolation, or sudden changes in behavior—that may indicate an individual is struggling. Once identified, *A4MHA* will work with MHA Community Impact Zone (CIZ) liaison and team leader to refer the individual to the appropriate service providers for support, evaluation, treatment and follow-up.

Our ambassadors will serve as non-traditional referral sources—individuals who interact with vulnerable populations during their everyday lives. These may include barbers, postal workers, bodega owners, faith or civic group volunteers, bank tellers, or concerned neighbors. Through targeted training, ambassadors learn to:

- Recognize early warning signs that someone may need help
- Communicate their observations to MHA's CIZ liaison who then discusses with them and follows up with appropriate resources to ensure referral and linkage to support those who they identify as need assistance.

This community-based approach expands the safety net for vulnerable individuals by engaging the people who are already part of their daily environment. By doing so, it empowers the entire community to play an active role in promoting wellness, independence, and dignity.