



**Chimo Community Services**  
**Coordinator, Crisis Line – External Posting**

**Date of Posting:** April 27<sup>th</sup>, 2021

**Closing Date:** Until Filled

**Position Title:** Coordinator, Crisis Line

**Classification:** Crisis Line Coordinator, Grid Level 14, Step 3

**Reports To:** Executive Director/Operations Manager

**Summary:** This position is responsible for the delivery of quality crisis line services; ensures effective support and supervision of volunteers; maintains necessary database systems; promotes the program and maintains positive community relations; and assists in the training of volunteers to deliver the service.

**Key Duties and Responsibilities:**

1. Oversee the day-to-day operations by ensuring that the necessary facilities, materials and equipment are in place, program guidelines are adhered to, and program standards are met.
2. Participate in the effective recruitment of potential volunteers and provide the screening and selection of applicants. Develop and maintain volunteer and program systems and records including statistics and reports. Final authority for decisions related to volunteers in this program rests with this position.
3. Orients, determines the need for and provides training to program staff, volunteers and practicum students including the intensive crisis line training program with support from the crisis line specialists/assistant.
4. Provide ongoing supervision of volunteers and practicum students through assigning tasks, debriefing, consultation and feedback on their performance. Ensure adequate program coverage through scheduling of shifts in accordance to program staffing requirements.
5. Supervise program staff through assigning tasks, debriefing, consultation and feedback on their performance and performing performance evaluations.
6. Schedules program staff in accordance to program staffing requirements.



7. Plan and implement program activities for crisis line workers and coordinate with other staff to undertake appropriate agency-wide volunteer recognition activities and special events.
8. Ensure quality service is maintained by monitoring all program activities including call reports to identify emerging issues, provide follow-up to volunteers, and to plan for and implement service enhancements.
9. Promote public awareness of and support for the program by performing duties such as producing promotional materials, making presentations to agencies and community groups and attending community events.
10. Liaise and maintain positive working relationships with public and community service agencies; resolve any issues that emerge. Represent the program professionally in the community.
11. Prepares reports and statistics on crisis line operation and use.
12. Perform other related duties, as directed by supervisor.

**Qualifications:**

- Relevant Bachelor's degree or equivalent combination of post-secondary education and experience
- Demonstrated experience in training, managing and effectively motivating volunteers
- Extensive experience in crisis intervention and counselling, preferably with crisis lines
- One to three years experience in a supervisory or leadership capacity
- Knowledge and experience with conflict resolution, crisis intervention (including suicide) to assist in training and supervise volunteers carrying out programming
- Demonstrated success in working effectively with individuals from diverse backgrounds (e.g.: cultural, religious, age, sexual orientation, etc.)
- Experience in effectively delivering educational materials to adult learners
- Experience in marketing and program promotions
- Satisfactory completion of a Criminal Records Search is a requirement of this position
- Use of a vehicle and valid BC Drivers' License

Please submit your resume to: Email: [hr@chimoservices.com](mailto:hr@chimoservices.com)