

Chimo Community Services

Position Title: Part Time Coordinator, Chat Crisis Line Services

Classification: Crisis Line Coordinator, Grid Level 12 Step 3

Reports To: Program Manager

Summary: This position is responsible for the delivery of quality Text/Chat functions of the 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. Participate in effective recruitment, screening and selection of potential **Chat Line** volunteers. Develop and maintain volunteer personnel records, required program statistics and reports.
2. Oversee the day-to-day operations of the Chat Crisis Line program by ensuring that the necessary volunteers, hours of operation, facilities, materials and equipment are in place, program guidelines are adhered to, and program standards are met.
3. Provide ongoing supervision of volunteers and ensure volunteers receive appropriate training on technology, debriefing, consultation and feedback related to their work. Ensure adequate program coverage through scheduling of crisis line volunteers for crisis lines shifts.
4. Ensure quality service is maintained by monitoring call reports regularly to identify emerging issues, provide follow-up to volunteers.
5. Provide training for Chat Line volunteer training needs. Plan, deliver, and maintain the technical training program
6. Work together with program coordinators and other staff to undertake appropriate recognition activities, special events, and workshops for volunteers.
7. In conjunction with other marketing activities across the organization, 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.
8. Maintain positive working relationships with public and community referral agencies; resolve any issues that emerge. Represent the program professionally in the community. Participate in relevant committees and coordinate service operations as needed.
9. Assist with program planning and development; policy and procedure formulation; and program evaluation. Ensure effective implementation and monitoring of all aspects of the program.
10. Performs other related duties, as directed by supervisor.

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Qualifications:

- Relevant Bachelor's Degree preferred or equivalent combination of post-secondary education and experience
- Demonstrated ability to work in a technical environment
- Demonstrated experience in training, managing and effectively motivating volunteers
- Extensive experience in crisis intervention and counseling, preferably with crisis lines
- 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 material to adult learners
- Experience in marketing and program promotions
- Satisfactory completion of a Criminal Record Search is a requirement of this position