



Job Title:	Crisis Line Program Coordinator
Facility:	Canadian Mental Health Association
Reports To:	Manager of Crisis Intervention and Prevention
Bargaining Unit:	BCGEU
Wage:	Grid 30, \$29.27 to \$30.96
Status:	Full-Time (36 hours/week), Permanent

ORGANIZATION OVERVIEW

The Canadian Mental Health Association (CMHA) Vernon & District Branch is a non-profit organization focused on promoting mental wellness in the community of Vernon and surrounding areas in the North Okanagan, and is part of a provincial and national federation. We believe in empowering individuals, groups, and communities in self-determination to enhance their mental health. CMHA facilitates access to the resources people require to improve mental health and community integration, build resilience, and support recovery from mental illness through building capacity, influencing public policy, providing services and support, and developing resources. We are committed to providing an environment free from prejudice, discrimination, and harassment. We strive to reflect the entire community in our volunteers and staff and promote equal access to our services.

JOB SUMMARY

The Crisis Line Program Coordinator provides seamless coordination and quality assurance for the programs, service users, volunteers, and staff Responders on the regional and provincial Crisis Line services (BC Crisis Lines, Interior Crisis Lines). They will ensure the upkeep of all program documentation alongside other program staff. Updating, facilitating, and upholding the program policies and procedures is a key function of the position. The Program Coordinator will be responsible for communicating and supporting program staff Responders and volunteers in adherence with the philosophy and policies of the Canadian Mental Health Association – Vernon & District.

DUTIES AND RESPONSIBILITIES

Programs

- Reviews, updates and ensures the accuracy of Crisis Line program documentation, including policies and procedures for volunteer and staff Responders
- Oversees service delivery for quality assurance using methods such as evaluating Responders, service user surveys and evaluations where appropriate, reading report documentation, and communicating with Responders
- Operates as a Crisis Line Responder when required by program leadership
- Oversees that program rooms are stocked with all necessary supplies
- Attends related local, regional, provincial, and national network operations meetings
- Maintains identified program related statistics



- Leads the organization of the Suicide Grief Support Group
- Coordinates and attends the yearly World Suicide Prevention Day
- Oversees and organizes volunteer appreciation events alongside other program staff and leadership
- Leads the suicide prevention steering community meetings

Responder Supervision and Quality Assurance

- Supports the program administrator to ensure program coverage including calling staff to ensure appropriate staffing levels
- Guides the needs of program Responders by providing support, feedback, information, training and follow-up
- Supervises volunteers by performing duties such as evaluating performance, providing feedback, following up on complaints and taking appropriate action up to and including dismissal, when necessary
- Works alongside other program staff to ensure quality assurance benchmarks are being met and delivers support to Responders in need of additional training or support
- Prioritizes the wellness of Responders, offering advanced debriefing and referrals to additional support when needed.

Program Training and Activities

- Assists in promotion for volunteer recruitment required through social and mainstream media, presentations, community events and other opportunities
- Attends interviews when needed in collaboration with the Training Coordinator and works with the Training Coordinator in the selection of new Responders
- Plans and facilitates training cohorts and onboarding of new Responders
- Organizes in-services including planning, preparation, scheduling and facilitates continued education training sessions

Promotional

- Works with other program staff on the distribution of program materials through service areas
- Performs on-going promotion of program services through social and mainstream media, presentations, community events and other opportunities

Other

- Attend meetings related to programs as required
- On-call 24-hours on rotating basis with other personnel
- Fulfills other related duties as required within the benchmark of the position
- Demonstrated commitment to fostering an equitable, diverse, and inclusive team environment
- Attend training sessions that promote equity, diversity, and inclusion

**QUALIFICATIONS:****Education, Training & Experience**

- Diploma in Community Social Service, recent related experience of two years, or a combination of education, experience, and training
- A minimum of 488 Crisis Line Responder hours (including volunteer, practicum or summer student)
- Must communicate effectively, network, and maintain positive working relationships with others such as volunteers, coworkers and community agencies.
- Experience as a trainer, facilitator, or public speaker
- Thorough understanding of Crisis Line technology platforms
- Knowledge of good mental health practices and the ability to role model, teach, advocate, and implement them internally and within the larger community.
- Computer literacy – working knowledge of Microsoft Office – proficient with MSWord and Excel.
- Valid driver's license, reliable vehicle.
- Ability to work flexible hours and days

Skills & Abilities

- Demonstrated ability to foster an equitable and inclusive environment
- Strong written and verbal communication skills
- Proven leadership skills
- Self-directed with ability to plan and set goals
- Demonstrated ability to work well and cooperate with others
- Excellent organization skills
- Ability to prioritize tasks
- Ability to lead, engage, and provide support to staff and volunteers
- Ability to analyze and resolve problems
- Strong presentation skills
- Physical and mental ability to carry out the duties of the position

CMHA Vernon is committed to building an inclusive workplace and community and seeks candidates who share our commitment to equity, diversity, and inclusion.

Please send your resume to careers@cmhavernon.ca