

POSTING

CRISIS LINE PROGRAM COORDINATOR

Permanent Full Time (35 hours per week)

Fraser Health Crisis Line

This position requires union membership.

Compensation is in accordance with Appendix A of the BCGEU Collective Agreement.
(Program Coordinator II - Grid Level 14)

The Crisis Line Program Coordinator holds the primary responsibility for volunteer recruitment and program marketing. Supervises crisis line staff and assists in the supervision of volunteers. Monitors program statistics and prepares PQI reports, funder reports and other required documentation, in consultation with the Practice Leader. Ensures that the phone-room is operated in a professional and efficient manner.

QUALIFICATIONS

Education, Training, and Experience:

- A two-year Diploma in one of the social sciences from a recognized educational institution in combination with three years related experience including one (1) year supervision experience or an equivalent combination of education, training and experience.
- Volunteer recruitment and volunteer management/HR experience.
- Crisis Line training and experience responding to crisis calls.
- Possess a valid B.C. Driver's License.
- A valid CPR / First Aid certificate and IT knowledge are assets.

Job Skills and Abilities:

- Excellent oral, written and interpersonal communications skills.
- A thorough knowledge of mental health issues, family dynamics, domestic violence, adult educational principles and the community model of service delivery.
- Awareness of, and sensitivity to, ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Proficiency with Microsoft office applications (particularly Excel and Word) and client data tracking systems.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

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- Familiarity with various aspects of social media for the purpose of recruiting and program promotion.
- Knowledge of community resources.
- Experience volunteering or working with volunteers.
- A satisfactory Police Information Check required
- Have use of a reliable vehicle.
- Ability to identify sensitive issues and maintain confidentiality.

* An eligibility list will be maintained for up to 6 months.

CLOSING DATE: Resumes will be reviewed starting [January 28, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Bruce Marks, Crisis Line Program Coordinator
Options Community Services Society

9815 - 140 Street
Surrey, BC V3T 4M4

Email: bruce.marks@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [#A21267] and outlining your qualifications and related experience for the position.

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