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National Suicide Crisis Helpline

310-6789
BC Mental Health & Crisis Response

Job Announcement

Job Title: Coordinator, Distress Services Volunteers
Supervisor: Manager, Volunteers & Training, Distress Services

The Crisis Centre of BC

The Crisis Centre of BC is dedicated to providing help and hope to individuals, organizations, and communities.

Our offices are located on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh nations. We have been in operation since 1969.

Spanning the spectrum of crisis support, suicide prevention, and postvention, we offer:

- Immediate access to barrier-free, non-judgemental, confidential support and follow-up through 24/7 phone lines and online services.
- Education and training programs that promote mental wellness and equip schools, organizations and communities to assist people at risk of suicide.

Our programs work to ensure timely access to support, destigmatize suicide and mental health concerns, and increase awareness and skills for mental health. We foster and create compassionate, connected, suicide-safer communities.

About the Role

The Coordinator, Distress Services Volunteers is responsible for coordinating a large team of Distress Service (DS) Volunteers who provide significant support to our core programming and a team of Volunteer Interviewers who assist with the recruitment of volunteers. In this role, you will nurture a vibrant volunteer culture, facilitate excellent communication, and utilize excellent administrative skills to achieve our shared vision.

In this role you will work closely with the Scheduling Specialist and Manager, Training & Volunteers, Distress Services, to ensure Crisis Services Responder volunteers are supported, engaged, and motivated through completing their volunteer commitment to the crisis lines.

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You will liaise with the Distress Services Leadership Team to identify volunteers in need of individualized performance improvement plans and you will help strategize and implement those plans.

You will assist the Manager, Volunteers & Training, Distress Services in recruiting and overseeing the Interview team volunteers. You will collaborate with the DS Training team to support the screening and selection of candidates for our training and volunteer program.

You will be a key member of our internal Volunteer Engagement Group who is responsible for planning, organizing and facilitating volunteer engagement events. Together they work towards building community and supporting volunteer wellness across the organization.

Details

- Hours per Week: 35
- Hourly Rate: \$32.97 / hr.
- Benefits Offered:
 - 3 weeks of vacation accrued at 6% of earnings with increases as per Personnel Handbook
 - 10 days of wellness leave
 - Overtime paid in excess of 40 hours per week or 8 hours per day
 - Access to extended health and dental after 3 months in this role
 - RRSP after one year of continuous employment in this role
 - Access to our EAP, Kii Health
 - Access to Crisis Centre workshops
- Working Model: a hybrid mix of remote and onsite at the Crisis Centre

What You'll Do

- Coordinate between volunteers, DS management, DS training, other departments, and external contacts, to relay and support volunteer needs, concerns and trends
- Work closely with the Manager, Volunteers & Training, to complete inter-departmental shared projects to meet program needs and goals
- Facilitate information sessions, volunteer engagement meetings, and interview training meetings
- Arrange the schedule and assist in supervision of Interview Team members
- Coordinate the intake process for potential volunteers, managing timelines, documentation, communication with applicants, conduct volunteer interviews as required
- Help to maintain policies and procedures for different aspects of volunteer management
- Support Manager, Volunteers & Training, in implementing volunteer retention strategies for responders
- Maintain volunteer databases with up to date information and aid in any data transfer and updates
- Proactively monitor Volunteers' scheduling behavior with the Scheduling Specialist and the Manager, Volunteers & Training

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- Reach out to individual volunteers when Critical Incidents are identified by DSRS or DS leadership staff
- Work with individual volunteers to ensure their needs are being met and working collaboratively to find solutions in keeping the work sustainable for them.
- Work with Manager, Volunteers & Training, when volunteer concerns become complex or are needing deeper accommodations
- Aid in the organization of volunteer appreciation activities and join the Volunteer Engagement Working Group
- Work with the Administration department to maintain up to date volunteer information
- Maintain systems including using Google Forms and Spreadsheets
- Proactively manage Google calendars with yearly events related to intake, training, and volunteer management
- Ensure current volunteers and former volunteers who are wanting to return are up-to-date on training and volunteer requirements.
- Aid in maintaining a healthy and happy work environment for volunteers

About You

Skills and Abilities

- Ability to train, support, and motivate volunteers
- Demonstrated leadership skills
- Demonstrated maturity and reliability
- Excellent interpersonal skills, organization skills, and supervisory skills
- Demonstrated critical decision-making abilities
- Demonstrated ability to provide constructive and corrective feedback
- Ability to work with a minimum of supervision and willingness to work flexible hours
- Strong computer skills and knowledge of Excel spreadsheets
- Ability to generate reports and to interpret data sets to make recommendations for the program
- Ability to envision new systems to enhance volunteer management practices
- Ability to work with diverse range of volunteers embodying the core values of DS Program and the Crisis Centre of BC

Qualifications

- Excellent crisis intervention and suicide risk assessment skills
- A diploma in psychology, social services, or volunteer management is preferred.
- Previous supervisory experience
- Experience working with volunteers
- Experience with data management is an asset
- Experience in human resources preferred
- A combination of relevant education and experience may be considered.

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Working Conditions

The Coordinator, Distress Services Volunteers is a full-time 35-hour position. This position requires some evening and weekend availability. The work of DS is conducted at our main location and it is expected that this role will be primarily on-site, though there is flexibility for some hybrid work. This position requires a high level of team collaboration and transparency, yet also requires autonomy and ability to move forward effectively on decisions. The work is generally performed in a favourable environment, however, the employee will be engaging in crisis intervention and suicide prevention work where compassion fatigue and/or vicarious trauma is a possibility.

Application Process

The closing date to apply for this position is April 11, 2025. We want to be transparent with what's next.

Please submit your PDF cover letter and resume named "*Cover Letter & Resume - (Your Name)*" as a **single PDF attachment** to applications@crisiscentre.bc.ca with the job title of Coordinator, Distress Services Volunteers in the subject line.

In your cover letter, please be specific about what skills and talents you will bring to the position. *What do you want us to know about you that we can't find in your resume which makes you the best candidate?*

We will review applications as they are submitted and have a rolling interview process.

Shortlisted candidates will be contacted to arrange an interview.

The interview process will be held in two parts: the first interview will be remote online and if successful in round one, the second interview will be held in person with Alain Bedard-Gibson (Program Director, Distress Services) & Tim Martiniuk (Manager, Operations (people), Distress Services).

The successful candidate will have to complete a Vulnerable Sector Criminal Records Check.

We appreciate all those who submit an application.