

**Updated: July 2022**  
**Union: Professional Technical: MAHCP**  
**Classification: Counsellor / Coordinator**  
**Wage Scale: "Schedule A"**

As a member of Klinic's Crisis Program or Counselling Services, the CSPS Coordinator- Crisis Program supports and coordinates the Canadian Suicide Prevention Service (CSPS) implementation for Klinic's Crisis Program.

### **Qualifications**

- Undergraduate degree in a relevant discipline required; the equivalent education and experience may be considered
- Understanding of empowerment based, trauma- informed principles
- Two years supervised crisis line counselling experience
- A thorough knowledge and understanding of the following: therapeutic/counselling process, crisis intervention and suicide prevention, domestic abuse, mental health and addiction
- Ability to assess risk in the following areas: Posttraumatic stress, victims of violence, suicide bereavement, domestic abuse, addiction, mental health, child welfare, human trafficking and sexual assault
- A thorough understanding of crisis program lines and additional lines including the Gambling Help Line, Seniors Abuse Support Lines and the Worker's Compensation Board Crisis Line (ability to add lines as we get them)
- A thorough knowledge of the CSPS phone system and iCarol
- Ability to act as a liaison between Klinic and the CSPS implementation team
- The ability to follow and implement a training plan
- Completed Volunteer Shift Supervisor Training
- Demonstrated ability to synthesize complex narratives and information
- Ability to be self-reflective in the counselling process
- Ability to contribute to a positive team culture
- Excellent interpersonal and communication skills [verbal and written]
- Awareness of and sensitivity to issues of diversity
- Demonstrated ability to effectively supervise and support employees and volunteers
- Ability to complete accurate and concise documentation
- Ability to learn and adapt to new computer programs

### **Requirements**

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks
- Completion of ASIST training
- Completion of Crisis Worker Certification Exam within one year of hire
- Completion of CSPS assigned Trainuals within one month of hire
- Ability to work days, evenings, weekends

**Practice**

- Limited, but regular CSPS call taking shifts
- Monitors CSPS service usage and identifies service changes and trends.
- Assists the Crisis Program Manager to identify service issues, challenges or barriers to effective service delivery accessibility and make recommendations
- Attends program meetings
- CSPS shift scheduling
- Coordinates and participates in the Phone System Advisory Committee
- IT Coordination both offsite and onsite
- New Technology implementation support and management
- Participates in creating, updating and reviewing CSPS procedures
- Attends professional development opportunities to enhance knowledge and skills

**Organizational**

- Attends program and agency staff meetings
- Participates in program and strategic planning
- Assists with the development of resource material
- Attends required Klinik trainings
- Attend CSPS related meetings and events
- Provides statistical data and reports as required
- Supports program and agency quality monitoring and evaluation
- Participates in Performance Reviews
- Adheres to all Klinik policies and procedures
- Notifies Management of concerns or risks as soon as they arise

**Communication**

- Articulates complex information clearly and concisely in spoken and written formats
- Gives and receives feedback in a constructive and professional manner
- Advocates for a person or cause by adhering to principles of empowerment and collaboration

**Teamwork**

- Builds and maintains collaborative and respectful working relationships
- Communicates directly and professionally with volunteers and team members across the organization
- Provides expertise, information and support to others
- Follows a constructive and effective process to resolve conflict

**Work Habits**

- Ensures accuracy and high standards for work
- Organizes, prioritizes, plans and coordinates own tasks to complete work efficiently
- Demonstrates accountability and follow through on commitments and goals
- Adapts to change and displays openness to new ideas and approaches