

## **COORDINATOR- EXTERNAL LINES – COUNSELLOR**

In addition to the role of the CIRSL/Language Access line staff the coordinator will have additional responsibilities as specified below.

### **QUALIFICATIONS:**

- Undergraduate degree in the social sciences
- Two years supervised crisis line counselling experience
- Completed Volunteer Shift Supervisor Training
- Thorough understanding of critical incidents there affects and critical incident debriefing
- Demonstrated ability to synthesize complex narratives and information
- Demonstrated capacity with language and familiarity with medical terminology
- Awareness of current issues in health care safety
- Demonstrated commitment to professional development
- Crisis Worker Certification or must complete certification within first year of employment
- Completion of ASIST training
- Experience counseling people in crisis and/or suicide
- Thorough knowledge and understanding of crisis intervention and suicide prevention
- Thorough understanding of the counselling process
- Demonstrated competence in risk and clinical assessment
- Demonstrated effective communication skills
- Excellent interpersonal skills
- Proven ability to work from an empowerment model
- Ability to work independently and demonstrated decision making abilities
- Knowledge of community resources would be an asset
- Ability to work flexible hours, including evenings and some weekends
- Demonstrated ability to effectively supervise volunteers
- Proven ability to promote team and program functioning
- Knowledge of primary health care
- Proficient at word, email and internet explorer
- Willingness to learn other software programs.
- Strong organization skills with an attention to detail and accuracy
- Ability and willingness to learn and adapt to changing situations and able to work in an ambiguous environment
- Ability to analyze and evaluate information and situations, problem solving, decision making and conceptualizing
- Previous experience developing and implementing administrative systems
- Demonstrated leadership abilities
- Demonstrated ability to be future focused and anticipate future needs
- A thorough understanding or crisis program lines and additional lines including the Gambling Help Line, Seniors Abuse Support Line, and the Worker's Compensation Board Crisis Line. (ability to add lines as we get them)

## **COORDINATOR- EXTERNAL LINES – COUNSELLOR**

### **RESPONSIBILITIES:**

- Provides counseling, support, information, referral and links to appropriate community services
- Assesses callers needs and risk
- Assists with updating and maintaining a human services directory and data base
- Charts appropriately according to Klinik Policies
- Provides general crisis room support, including volunteer debriefing and evaluations and supervision
- Coordinate and organize day to day service activities and operations
- Develop and maintain administrative systems that promote effective service delivery and accessibility
- Monitor service usage and identify service changes and trends
- Compile administrative reports as required
- Identify service issues, challenges or barriers to effective service delivery/accessibility and participate in identifying effective responses/recommendations
- Participate in developing protocols and policies that promote effective service delivery and team functioning
- Coordinates staff schedules, with Crisis Program Manager
- Assists in coordinating and implementing program evaluation activities
- Liaises with other service organizations and participates on external working group/committees as required
- Plans and participates in relevant educational programs
- Perform other duties and functions related to this job description not exceeding above stated skills and capabilities
- Assists with Crisis Centre Accreditation Process
- Represents the crisis program on committees
- Updates the Crisis Room Seniority List as required
- Completes monthly statistics for CIRSL, Language Access, Addictions Foundation of Manitoba and Volunteer Program

### **Other**

- Participates in training courses and in services offered elsewhere and by Klinik in order to maintain and improve quality of service
- Attend staff meetings as required
- Participates in program planning, evaluation and quality monitoring including completing daily statistics
- Participate in formal self-evaluations by identifying strengths and limitations
- Seek appropriate supervision/consultation of own actions
- Adheres to all agency policies, protocols and promotes best practice
- Perform other duties and functions related to their job description not exceeding above stated capacities

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Management

\_\_\_\_\_  
Local 204

\_\_\_\_\_  
Date

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Date