

**Updated:
Union: Professional Technical: MAHCP**

As a member of Klinik’s Crisis Program or Counselling Services, the Coordinator – Crisis Program, provides counseling, support, information, referral and links to appropriate community services to callers and coordinates the requirements of the crisis program. This may include liaising with other service organizations and participating on external working groups and committees. Services are delivered through an empowerment based, trauma-informed lens, and within the broader context of the social determinants of health.

Qualifications

- Undergraduate degree in a relevant discipline required (post-secondary degree in human service-related discipline such as social work, psychology, sociology, nursing, or education); the equivalent education and experience may be considered
- Understanding of empowerment based, trauma-informed principles
- 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
- Completed required training, including Shift Supervisor Orientation and/or Volunteer Shift Supervisor Training
- A thorough understanding of critical incidents and their effects
- A demonstrated capacity of the language and familiarity with medical terminology
- A thorough understanding of crisis program lines and additional lines including the Gambling Help Line, Seniors Abuse Support Line, MFRNSS line, Human Trafficking Hotline, Critical Incident Reporting and Support Line, Language Access Line and the Worker’s Compensation Board Crisis Line.
- 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 volunteers
- Ability to complete accurate and concise documentation
- Ability to learn and adapt to new computer applications and programs
- Demonstrated leadership abilities

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
- Ability to work days, evenings, weekends and overnights

Responsibilities

- Co-ordinates and organizes day to day service activities and operations

- Monitors service usage and identifies service changes, and trends
- Compiles administrative reports as required
- Co-ordinates group and staff schedules
- Develops and maintains administrative systems that promote effective service delivery and accessibility
- Identifies service issues, challenges or barriers to effective service delivery accessibility and make recommendation
- Participates in developing procedures and policies that promote effective service delivery and team functioning
- Provision and participation in the peer supervision model
- Under the direction of the Crisis program Managers or Director arranges for replacement staff
- Assists in tracking and supporting the development and implementation of program priorities
- Assists in coordinating and implementing program evaluation activities
- Attends program meetings
- Promotes team, program functioning and integration
- Liaises with other service organization and participates on external working groups/committees as required
- Participate in formal self-evaluation by identifying strengths and limitations
- Seek appropriate supervision of own actions

Organizational

- Attends program and agency staff meetings
- Participates in program and strategic planning
- Assists with the development of resource material
- Attends required Klinik trainings
- 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

Employee Signature Date

Management Signature Date