



**JOB DESCRIPTION
HUMMINGBIRD COORDINATOR**

Department: Hummingbird

Updated:

Union: Professional Technical: MAHCP

The Hummingbird Coordinator will be responsible for administrative systems related to program services and volunteer management including Third Party Reporting. The Coordinator will work in collaboration with Hummingbird Staff and the Manager of Hummingbird.

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
- Thorough understanding of the social analysis of gender-based violence and rape culture
- Thorough understanding of mental health issues and the mental health system
- Awareness of and sensitive to issues of cultural diversity
- Demonstrated ability to effectively supervise volunteers
- Knowledge of community resources would be an asset
- Proven ability to work from an empowerment model
- Ability to work independently and demonstrated decision making abilities
- Proven ability to promote team and program functioning
- Previous experience coordinating services
- Strong organizational skills with an attention to detail and accuracy
- Ability to analyze and evaluate information and situations, problem solving, decision making and conceptualizing
- Previous experience developing and implementing administrative systems
- Demonstrated experience writing reports
- Demonstrated experience compiling, analysis and interpreting statistics
- Demonstrated ability to effectively liaise with other organizations, develop and maintain partnerships
- Demonstrated leadership abilities
- Strong communication skills both verbal and written
- Demonstrated ability to work independently

Commented [BB1]: Do we want to define what we are looking for here? Something like: "post-secondary degree in a human service-related discipline such as social work, psychology, sociology, nursing, or education"

Requirements

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks
- Ability to work days, evenings, weekends and overnights

Responsibilities

- Co-ordinates and organizes day to day service activities and operations
- Participates in developing protocols and policies that promote effective service delivery and team functioning
- Supporting the Hummingbird volunteers in the crisis program and representing the needs of Hummingbird within the Crisis program team
- Monitors service usage and identifies service changes, and trends
- Compiles administrative reports as required

- Co-ordinates group and staff schedules as the Hummingbird counsellors/therapists facilitate public Education and Hummingbird extended training
- Liaises with other service organization and participates on external working groups/committees as required
- 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
- Provides information, referral and links to appropriate community services
- Participates in program development
- Works as part of a team and promote team functioning
- Assists in development of resource materials

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