

As part of the Crisis Program Team, this position ensures our volunteers are selected, trained and in place to support our operations; and supports and assists in the retention of our volunteers.

Qualifications

- Undergraduate degree in a relevant discipline required; 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
- Has a thorough understanding and commitment to the concept of volunteerism
- Demonstrated competency and experience using adult learning principles during facilitation
- 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 affectively supervise and support 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
- Ability to work days, evenings, weekends and overnights

Practice

- Ensures volunteers for the Crisis Program are selected, trained and in place to support our operations
- Conducts personal screening interviews to determine suitability of all candidates
- Completes volunteer reference checks and ensures Police Criminal Records and Abuse Registry checks are completed
- Tracks volunteer LOAs and completes follow-up regarding their return
- Schedules new volunteers and monitors and facilitates shift changes
- Ensures volunteer evaluations are up to date
- Participates in creating, updating and reviewing relevant procedures
- Liaises with the Agency Volunteer Coordinator to ensure training material is relevant and up to date
- Monitors and attends to vschedule email
- Assists with the Volunteer Program Accreditation requirements as required

- Ensures volunteer documentation is in place in accordance with agency and program standards
- Seeks consultation to assist with complex clinical issues when they arise in the volunteer experience
- Supervises and supports volunteers in learning the counselling process
- Offers support to volunteers to navigate Klinik’s policies, procedures and processes.
- Provides volunteers with feedback as required
- Attends professional development opportunities to enhance knowledge and skills particularly in the area of volunteer management

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