



## Job Posting

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| <b>Position Title:</b>    | Quality and Care Coordinator, Crisis Line (Full-time)                              |
| <b>Date of Posting:</b>   | May 3, 2024  |
| <b>Closing Date:</b>      | May 17, 2024   |
| <b>Commencement Date:</b> | As soon as possible  |
| <b>Classification:</b>    | Program Coordinator 1, Grid Level 12 – Step 3 (\$31.82)                            |
| <b>Reports to:</b>        | Manager or Designate   |
| <b>Hours of Work:</b>     | 35 hours a week, flexible schedule, primarily covering evening and weekends shifts |

### Summary:

This position is responsible for the ongoing monitoring of the Crisis Line quality assurance systems, including the provision of debriefing supports and resources to Call Responders, delivery of quality crisis line services, reporting and assisting in ongoing training initiatives.

### Key Duties and Responsibilities:

- Adheres to the policies, procedures, and standards of Chimo Community Services Society, as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Performs front-line call answering services on the crisis line.
- Plans and implements activities and special events for the program.
- Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and requirements are met.
- Makes recommendations regarding program development, policies, procedures, and program evaluation.
- Maintains related records and statistics and produces reports as required.
- Provide ongoing support to Crisis Line staff, through the provision of real time debriefing and coaching activities.
- Under the direction of the Manager, plans and implements special events and program activities to support Call Responder wellness, cohesion, and teamwork.
- Ensure quality service is maintained by monitoring all program activities including live calls, reviewing call reports, and conducting quality reviews to identify emerging issues,



provide follow-up to Call Responders, and, in consultation with the Program Manager, to plan for and implement service enhancements.

- Work as a member of a team respecting and adhering to Chimo Community Services' policies and procedures.
- Performs other duties as assigned.
- Follow written and verbal directives from the immediate supervisor, Program Manager, Executive Director or designate.

### **Qualifications:**

- Diploma in a related human/social services field or equivalent combination of education, training, and experience.
- Successful completion of the Chimo Crisis Line training.
- 1 year of experience as a Call Responder.

### **Job Skills and Abilities:**

- Demonstrated experience in debriefing, coaching and effectively motivating Call Responders.
- Extensive experience in crisis intervention and counselling, preferably with crisis lines.
- Knowledge and experience with conflict resolution, crisis intervention (including suicide).
- A thorough knowledge of mental health issues, family violence, risk assessments and interventions.
- Demonstrated success in working effectively with individuals from diverse backgrounds (e.g.: cultural, religious, age, sexual orientation, etc.).
- Excellent oral, written, and interpersonal communications skills.
- Knowledge of community resources.
- Ability to handle stressful situations.
- Proficiency with Microsoft Office applications and client data tracking system.

### **Employment Information:**

For internal applicant, please apply with a cover letter and resume to [HR@chimoservices.com](mailto:HR@chimoservices.com).

Thank you for your interest in joining our team. Due to the large volume of applications received, we are only able to contact shortlisted candidates.