

*****POSITION POSTING*****
CC CARES PROGRAM COORDINATOR

Job Summary: The CC Cares Program Coordinator is responsible for maintaining effective operations that provide excellent outcomes. The Coordinator works in collaboration with Crisis Services, Volunteer Services and the Talent Acquisition Specialist to ensure efficient operations of the program.

QUALIFICATIONS AND EXPERIENCE NEEDED:

- Bachelor's degree in related field. Significant work experience with loss survivors may substitute for education.
- Experience with suicide loss for five years or more **required**.
- Previous experience working with loss survivors and/or in suicide prevention.
- Exceptional written and oral communication skills.
- Creative, problem solving and organization skills.
- Attention to detail and sensitivity to the private nature of suicide.
- Demonstrated desire to increase knowledge on peer-based postvention programs nationally, so as to gain mastery in this niche field.
- Ability to Work hours that include occasional evenings and weekend time.
- Ability to work independently or as a part of a team to deliver services.
- Familiarity with best practices in suicide prevention and suicide postvention.

POSITION REPORTS TO: Director of Crisis Services

SUPERVISORY RESPONSIBILITIES: None

SALARY: \$18.00 per hour

STATUS: Non-Exempt/16 hours per week

DATE LAST UPDATED: August 28, 2018

TO APPLY: Submit a resume with cover letter to Dipti at dchrastka@crisisconnections.org

Crisis Clinic is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve

CC CARES PROGRAM COORDINATOR JOB COMPETENCIES

GENERAL OPERATIONS

(45%):

- Provide peer support, drawing on common experience to validate a newly bereaved suicide loss survivor's experience with loss, grief and trauma.
- Develop and nurture ongoing relationships with partner and referral service providers.
- Oversee the creation and implementation of "Cares" packages.
- Participate in systematic data collection in an accurate, complete and timely manner.
- Ensure that the program conforms to institutional and departmental policies and regulations.

VOLUNTEER MANAGEMENT

(45%):

- Works in collaboration with Talent Acquisition Specialist to advise the current needs of volunteers/mentors for the program.
- Connect new loss survivors (also known as mentees) with seasoned suicide loss survivors (also known as mentors) who will provide peer support, primarily through active listening with empathy and validation.
- Support volunteer mentors in understanding and execution of active listening, and in their ability to offer a secondary level of support that models the restoration of hope and an understanding of the evolving nature of a suicide-loss grief journey.
- Organize trainings for new and existing volunteer mentors.

QUANTITY AND QUALITY OF WORK/WORK HABITS

(10%)

- Arrives at work on time and maintains regular attendance, working assigned shifts and other shifts when needed.
- Follows personnel policies and procedures.
- Written and verbal communication is clear, concise, accurate and thorough.
- Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
- Makes appropriate use of supervisor.
- Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
- Suggests solutions to identified problems.