

**CRISIS CONNECTIONS  
JOB POSTING**

**TEEN LINK VOLUNTEER COORDINATOR AND TRAINING SPECIALIST**

**JOB SUMMARY:** The Teen Link Volunteer and Training Specialist is responsible for maintaining communication with volunteers, enhancing their positive experience of the program, and assisting with help line, outreach, and training activities. The Volunteer and Training Specialist reports to the Volunteer Services Manager.

**QUALIFICATIONS AND EXPERIENCE NEEDED:**

- BA in social services or related field preferred.
- Experience in working with youth/youth serving agencies.
- Experience in facilitating trainings and presentations.
- Experience in mental health/crisis intervention/telephone help line.
- Excellent written and oral communication skills.
- Demonstrated commitment to working with, and empowering, youth.
- Washington State driver license, insurance, and access to a vehicle preferred
- Reliable transportation a must..

**POSITION REPORTS TO:** Volunteer Services Manager

**SALARY:** \$16.00 per hour

**STATUS:** Full Time/Non-exempt  
37.5 hours per week

**BENEFITS:** This position qualifies for Crisis Connections benefits package

**DATE LAST UPDATED:** October 2018

**To Apply:** Please send resume and cover letter to: [Shizue@crisisconnections.org](mailto:Shizue@crisisconnections.org)

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

## **TEEN LINK VOLUNTEER COORDINATOR AND TRAINING SPECIALIST JOB COMPETENCIES**

**SUMMARY:** The purpose of Teen Link is to support and empower youth to make healthy, -self-respecting decisions on their own. Thus Teen Link staff, through their interactions with youth, embody the positive attributes that will contribute to youth becoming responsible and caring adults. Staff members provide youth with a variety of opportunities to learn new skills, contribute to their community, and help others.

### **A. VOLUNTEER COORDINATION (45%)**

1. Processes volunteer applications, and assists with screening, orientation and training of youth volunteers.
2. Coordinates, schedules and participates in youth phone worker training sessions.
3. Assists in the recruitment, training, and retention of adult volunteers, including help line supervisors.
4. Coordinates the youth volunteer outreach program.
5. Maintains the accuracy of volunteer information and on-going communication with the volunteers.
6. Schedules volunteers for outreach activities, assists with help line trainings.
7. Assists with facilitating Peer Advisory Committee meetings to enhance communication and relationship with volunteers so they can be fully engaged in Teen Link program activities.
8. Works with Volunteer Services Manager to update and revise Teen Link Training Manual.
9. Assists Volunteer Services Manager in hiring and training of new Teen Link staff.

### **B. VOLUNTEER ASSIGNMENT AND RETENTION (15%)**

1. Assists with orientation, recruitment, training, and retention of help line volunteers.
2. Schedules youth phone worker and adult supervisor shifts
3. Assures accurate data collection of calls by teen phone workers and evaluates teen phone workers as assigned by Volunteer Services Manager.
4. Assesses needs, problems, and concerns of phone workers and clearly communicates those to Volunteer Services Manager.
5. Assists with evening projects, such as mailings and volunteer inquiries, as assigned.

### **C. COMMUNITY OUTREACH AND EDUCATION (25%)**

1. Coordinates outreach volunteers participation in community events.
2. Facilitates monthly outreach volunteers meeting
3. Works in conjunction with the Talent Acquisition Specialist to organize and staff booths at community events and fairs as needed (may require weekend flexibility during summer months).
4. Assists in production and distribution of the *Where to Turn for Teens* resource guide and other program materials.
5. Shares responsibility of engaging in social media.
6. Works with Volunteer Services Manager to identify opportunities to expand awareness of Teen Link and community collaborations.

7. Is able to effectively represent the program to the public (fundors, media, partners, etc.) and to demonstrate the knowledge about the issues, which the program addresses. Is knowledgeable about youth suicide statistics and other topics addressed by Teen Link.
8. Willing to work a flexible schedule, including weekends and evenings.

**D. QUANTITY AND QUALITY OF WORK/WORK HABITS (15%)**

1. Arrives at work on time and maintains regular attendance, working assigned shifts and other shifts when needed.
2. Follows personnel policies and procedures.
3. Written and verbal communication is clear, concise, accurate and thorough.
4. 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.
5. Makes appropriate use of supervisor.
6. 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.
7. Suggests solutions to identified problems.