

Teen Link Volunteer Program Coordinator

JOIN OUR TEAM AND MAKE A DIFFERENCE IN THE LOCAL COMMUNITY!

Crisis Connections is at the heart of the Seattle-King County safety net providing a broad array of telephone-based crisis intervention and information and referral services. For many people in emotional distress or needing assistance with community services, we are their first call for help. Each year, we improve the lives of thousands of people by listening, caring, and linking to services. When you need us, we're here!

The Teen Link Volunteer Program Coordinator 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 Program Coordinator reports to the Teen Link Manager.

BENEFITS: Crisis Connections offers a robust and competitive benefit package including:

- Two medical plan options, with premiums paid for by agency **up to 100%**
- Dental plan with premiums paid by the agency
- Paid parking
- Agency supplemented ORCA program
- Robust PTO plan starting on first day of employment which includes:
 - 12 days of vacation the first year, with incremental increases starting on year two
 - 9 paid holidays every year
 - 15 hours of floating holiday, pro-rated for the first year (this is time you can use for any reason during the year)
 - 12 days of sick time every year
- Optional benefits include:
 - Life Insurance
 - Long/Short Term Disability Insurance
 - Flexible Spending Plan
 - Tax Deferred Annuity (403b plan)

QUALIFICATIONS AND EXPERIENCE NEEDED:

- BA in social services or related field, or 4+ years of relevant work experience
- Non-profit experience required
- Experience working with youth/youth serving agencies
- At least one year of experience coordinating 25+ volunteers
- Experience facilitating trainings and/or presentations
- Experience with mental health/crisis intervention/telephone help line preferred
- 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: Teen Link Manager

TO APPLY: Send cover letter and resume to Sarah Armstrong at sarmstrong@crisisconnections.org

SALARY: \$17.51 per hour

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

DATE LAST UPDATED: March 2, 2020

JOB DUTIES

A. VOLUNTEER COORDINATION AND TRAINING (45%)

- Processes new volunteer applications and oversees the screening, orientation, training, and scheduling of all Teen Link volunteers
- Coordinates, schedules, and conducts all Teen Link volunteer training sessions
- Sources, schedules, and coordinates outreach events to facilitate the recruitment, training, and retention of teen volunteers, adult volunteers and interns
- Maintains the accuracy of volunteer information and on-going communication with volunteers
- Coordinates and advises the Peer Advisory Committee (PAC) and facilitates PAC meetings and retreats to enhance communication and relationship with volunteers
- Works with the Teen Link Manager and Volunteer Services Manager to regularly update and revise all Teen Link volunteer trainings
- Assists Teen Link Manager in hiring and training new Teen Link staff
- Communicates with volunteers via Volgistics Database, email, and online messaging apps

C. COMMUNITY OUTREACH AND EDUCATION (25%)

- Coordinates the youth volunteer outreach program, including securing participation from the Youth Outreach Specialists
- Sources a minimum of 11 community and outreach events annually, such as resource tabling events, and scheduling outreach volunteers to represent the program to expand community awareness of Teen Link program
- Maintains internal and external outreach event calendars
- Provides outreach training and leadership to volunteers, including assisting the Outreach Committee in holding outreach trainings
- Facilitates monthly meeting for Youth Outreach Specialists with the assistance of the Outreach Committee
- Assists in production and distribution of *Where to Turn for Teens* resource guide and other program materials
- Shares responsibility of engaging volunteers on social media, informing volunteers of Teen Link social media campaigns
- With the support of the Teen Link Manager, identifies outreach opportunities to expand awareness of Teen Link and builds community collaborations
- Is able to effectively represent the program to the public (funders, media, partners, etc.) and demonstrate knowledge about issues addressed by the program
- Is knowledgeable about youth suicide statistics and other topics addressed by Teen Link
- Willing to work a flexible schedule, including weekends and evenings

B. VOLUNTEER RECRUITMENT, ASSIGNMENT AND RETENTION (15%)

- Coordinates the recruitment, screening, orientation, training, scheduling of Teen Link volunteers
- Coordinates volunteer retention and appreciation activities of all Teen Link volunteers
- Coordinates all volunteer shift schedules for the help line
- Assesses needs, problems, and concerns of all Teen Link volunteers and clearly communicates those to the Teen Link Manager
- Develops updated recruitment strategies with the Teen Link Manager and Volunteer Services Manager to maintain a minimum of 60 volunteers with a goal to increase incrementally to meet program needs
- Updates and maintains current volunteer data on various program platforms and reports monthly to the Teen Link Manager

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

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

SIGN-OFF SECTION

I hereby state that I have reviewed this job description and competencies and accept them.

Signed _____ Date _____

Supervisor Signature _____ Date _____

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

Additionally, this job is a “Fair Chance” job (you or the employer follow Fair Chance hiring practices when performing background checks - learn more at <https://start.indeed.com/fair-chance>)