

Crisis Services Coordinator

About Us

The Sexual Assault Centre Kingston (SACK) is a feminist, not-for-profit organization providing free, confidential, non-judgmental support for survivors of sexual violence in Kingston, Frontenac, Lennox & Addington. We provide support to survivors of all genders, ages 12 and up, who have experienced recent and/or historic sexual violence.

Position Summary

Reporting to the Director of Counselling & Crisis Services, the Crisis Services Coordinator is responsible for the recruitment, training, and support of the centre's crisis line and accompaniment volunteers, as well as the coordination of our phone, chat and text crisis lines.

Job Description

The Crisis Services Coordinator is primarily responsible for the following:

Volunteer Management (30%)

- Recruiting, training and onboarding new volunteers to maintain sufficient volunteer numbers and quality service on the lines (typically three recruitment/onboarding periods per year)
- Coordinating volunteer schedules and assign tasks based on experience and interest
- Coordinating accompaniments to the hospital, police, and court with trained accompaniment volunteers
- Identifying, securing and/or creating additional skills development and educational training opportunities for volunteers
- Maintaining and updating volunteer management software as needed, such as but not limited to: maintaining the database of active, away and on leave volunteers; tracking volunteers' work and hours; managing volunteer records; and adding new volunteers to the system
- Collaborating with the Education & Advocacy Team Lead and other staff as applicable to recruit, train and support other organizational volunteers (e.g. education volunteers), and to organize and supervise volunteers at events
- Managing interpersonal and volunteer performance issues as they arise, escalating issues to the Director of Counselling & Crisis Services and the Executive Director when appropriate
- Engaging in regular program evaluation including volunteer surveys

Crisis Line Coordination (30%)

- Ensuring coverage of the lines and serving as back-up on the lines during working hours as needed
- Providing support to crisis line volunteers, after-hours facilitators and emergency coverage team members
- Leading monthly facilitator meetings
- Maintaining ongoing communication with crisis line partners regarding program changes, opportunities and challenges
- Providing support and troubleshooting in regard to issues with crisis line technology, and liaising with external providers (e.g. Izzy platform) to address issues as needed
- Managing caller or other crisis line issues as they arise, escalating issues to the Director of Counselling & Crisis Services and the Executive Director when appropriate
- Leading quality assessment and improvement processes including service audits

Program Development (15%)

- Supporting the preparation of funding applications that pertain to the development of the volunteer program and/or crisis lines
- Engaging in ongoing learning around current best practices in volunteer and crisis line management
- Updating all program materials, processes, procedures and trainings as needed and in alignment with current best practices, relevant legislation and organizational policies
- Proactively considering and researching ways to improve the volunteer program and the crisis lines
- Developing and maintaining supportive relationships with colleagues at other centres doing similar work
- Participating in external committees/networks as applicable to the role and within capacity

Administration & Miscellaneous (15%)

- Handling all inquiries about the centre's volunteer opportunities and crisis lines
- Maintaining and compiling monthly, quarterly and annual (fiscal year) statistics, and preparing reports for funders and management as requested
- Preparing quarterly reports for agencies that contract their crisis line services to SACK
- Reviewing, approving and submitting facilitator timesheets monthly for honorarium payment
- Leading promotion and advertising efforts for both volunteer opportunities and the crisis services themselves, with tasks including preparing ads and social media posts and liaising with external outlets (e.g. news media, radio)
- Proactively meeting as required with the Director of Counselling & Crisis Services and/or Executive Director to discuss and flag any areas of concern and/or program changes
- Contributing to the development of the annual report in respect to the crisis lines and volunteer program
- Participating in supervision and staff meetings, trainings, project team meetings and initiatives, and other staff events and meetings as required
- Performing other tasks as required by the Director of Counselling & Crisis Services

As a member of the SACK team, the Crisis Services Coordinator is also responsible for the following (10%):

- Maintaining up-to-date knowledge on current intersectional feminist practices and trends in relation to supporting survivors of sexual and gender-based violence
- Maintaining an ongoing commitment to intersectional, Anti-Racist/Anti-Oppressive and feminist practices within the workplace, and regularly contributing to centre objectives through an AR/AO lens
- Contributing to SACK's culture by engaging in internal activities, modeling a high standard of professionalism, work ethic and flexibility, and demonstrating a solutions-oriented approach to problem-solving