

**Benchmark Title**      **CRISIS LINE COORDINATOR – 13**

**Grid Level**              13 – JJEP Wage Grid

**Job Summary**            Coordinates and delivers crisis phone line services. Recruits, screens, trains, coordinates and supervises members of the crisis line team.

- Key Duties and Responsibilities**
1. Screens, recruits, interviews and selects crisis line volunteers. Orients and trains staff and crisis line volunteers for the program.
  2. Schedules, supervises, supports and evaluates crisis line staff and volunteers. Schedules regular team meetings.
  3. Provides input into the planning, developing and evaluating of services delivered.
  4. Acts as a front line deliverer of service on the crisis line.
  5. Assists in the development of the budget and informs senior management of budget needs.
  6. Maintains contact with community groups and volunteer organisations to promote interest, participation and support for the program. Develops promotional material.
  7. Promotes crisis line program in the community through meetings, forums, media interviews, posters and brochures.
  8. Prepares reports and statistics on crisis line operation and use.
  9. Performs other related duties as required.

**Qualifications**            **Education and Knowledge**

Diploma in a related human / social service field.

**Training and Experience**

Two (2) years recent related experience, including supervisory or volunteer management experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN  
RATING RATIONALE**

**BENCHMARK TITLE: Crisis Line Coordinator**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a diploma program in Human Services or a related field	4	75
2	Training and Experience – Requires 2 years recent related experience including supervisory or volunteer management experience	4	100
3	Physical Demands – Work often involves very light physical exertion such as writing and keyboarding	2	14
4	Concentration – Often listens and responds to crisis line phone calls	5	42
5	Independence – Guided by agency crisis line policies, applies accepted methods in a different way to coordinate crisis phone line services and supervise the crisis line team	5	71
6	Judgement – Work involves applying structured interpretation of client’s state of mind and formulating a response using accepted procedures and techniques; provides input into program planning, development and evaluation which requires applying structured study and analysis of administrative matters	5	71
7	Leadership/Supervision – Provides supervision to crisis line staff and volunteers including screening, recruiting, interviewing, scheduling, training and evaluating	4	80
8	Accountability – Work is evaluated for compliance to agency policies; external relationships may be impacted – direct impact on the crisis line service	5	71
9	Communication – Facilitates participation and joint effort by crisis line volunteers	4	57
10	Care of Individuals – Work involves providing emotional support to crisis line callers	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with crisis line callers who are upset and unpredictable	4	33
Total Points			654
Grid Level			13