



STAR VISTA

Job Title:	Volunteer Coordinator Full-time, 40 Hour/week
Program/Department:	Crisis Intervention and Suicide Prevention Center
Salary/Status:	DOE, Exempt 40 hours a week Position to start August 1. Ideal candidate can participate in training sessions Tues/Thurs (6-9pm) in July.
DEPARTMENT:	Early Childhood and Family Services
REPORTS TO:	Program Manager

POSITION, PURPOSE AND OBJECTIVES:

StarVista CISPC has been the only 24-hour suicide and crisis hotline in San Mateo County. This telephone-accessed service is staffed 24-hours a day; 365 days a year through a combination of paid staff and over 50 trained volunteers. The Center is both a critical first point of contact for people in need of referrals to social services and a last resort for people on the brink of suicide to reach out for help. Crisis line staff and volunteers serve over 13,000 callers annually. Beginning in August 2020, the Crisis Center will also offer crisis text services to youth throughout San Mateo County and beyond. The volunteer coordinator will be responsible for maintaining the crisis line- and its volunteer program- as well as assisting with the development of this new service.

ESSENTIAL JOB FUNCTIONS:

- Represent the Crisis Center to community groups and at community events with goal of increased community awareness of services provided;
- Assist with the creation and development of peer-supported text line.
- Coordinate administrative components of the Crisis Center's youth and adult volunteer programs.
- Manage the Crisis Center volunteer schedule to ensure adequate coverage;
- When necessary, answer hotline calls or respond to chat/text line and serve as emergency back up coverage;
- Provide bimonthly supervision of paid staff (overnight and daytime) and volunteers.
- Coordinate 3-4 volunteer trainings per year in collaboration with the training specialist and teen chat coordinator, organizing logistics, facilitate trainings etc;
- Maintain Crisis Line and youth volunteer rooms and order needed supplies as needed;
- Manage the Crisis Center referral database and binders. Keep caller data and resource information organized and current;
- Enter monthly volunteer related statistics into ETO system;
- Review incident reports and provide feedback to volunteers and staff;
- Providing training on topics related to suicide intervention internally and in the community as needed;
- Participate in weekly program staff meetings;
- Assist in determining and implementing new Crisis Center procedures;

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Excellent interpersonal skills and ability to engage with diverse communities in San Mateo County;
- Organized and able to provide follow-through;
- Creative, outgoing and takes initiative;
- Strong written and verbal communication skills;
- Able to organize and report data and outcomes;
- Understanding and dedication to mental wellness;
- Ability to work as a team leader and accomplish tasks supporting the agency's mission;
- Ability to problem solve and/or seek solutions; and
- Ability to complete administrative duties, as assigned by Program Manager.

WORKING CONDITIONS:

Work independently as well as with a team; take initiative, some evenings and weekends required with advanced notice.

MINIMUM QUALIFICATIONS:

Minimum level of education is a BA degree. Preference is given to those who are bilingual Spanish and/or bicultural. The employee must have a valid CA Driver's License, their own car with valid auto insurance. The employee must become 1st Aid and CPR certified (if not already so) and be able to pass a livescan background clearance.

SUCCESS FACTORS:

- Enjoys working in the community, is passionate and creative
- Enjoys working with volunteers and community partners.
- Ability to organize, prioritize and manage multiple tasks to meet specific goals and deadlines.
- Flexibility in meeting changing priorities as the work requires.
- Able to function as part of a team and possess strong interpersonal skills.
- Support for agency direction, purpose and mission.

POSITION STATUS:

Exempt, 40 hrs/week, benefits include health, dental, and vision, sick leave, vacation, personal days, and holiday pay.

start-date: August 2020

TO APPLY: Please e-mail resume and cover letter of why you are interested in this position to zena.andreani@star-vista.org

StarVista is a non-profit organization dedicated to transforming the lives of children, young people, adults, and families across San Mateo County. More information about the agency and its programs can be found at www.star-vista.org.