



STAR VISTA

JOB TITLE: Volunteer and Training Coordinator
PROGRAM: Crisis Intervention and Suicide Prevention Center
STATUS: full time 32hrs/week, non-exempt;
Benefits include health, dental, vision, pro-rated sick leave, vacation,
personal days, holiday pay.
DEPARTMENT: Early Childhood and Family Services
REPORTS TO: Program Manager

PROGRAM DESCRIPTION:

The Crisis Intervention & Suicide Prevention Center (Crisis Center) operates the San Mateo County's 24/7 Crisis Hotline and is both a critical first point of contact for people in need of referrals to social services and a last resort for people in crisis to reach out for help. The Crisis Center team also provides follow up services to clients and operates a peer-to-peer teen chat and text service via sanmateocrisis.org. Additionally, the crisis center staff also provides education and training across San Mateo County to youth, school faculty, community groups and associations, law enforcement agencies, health systems and other interested parties about the myths and facts of suicide, suicide risk factors, warning signs, and what to do if someone is contemplating suicide. This crisis center is also home to the Health Ambassador Program for Youth (HAP-Y) is program that seeks to train youth ages 16-24 to become mental health ambassadors. The program trains youth for 14 weeks in different topics, such as: Wellness Recovery Action Plan (WRAP), Suicide Prevention, LGBTQ+ 101, and more.

The Crisis Center is currently in the process of launching a new program that provides in-person crisis response within San Mateo County. The Youth Stabilization Opportunity and Support (Youth SOS) which is composed of Triage Therapists, Family Partners, provides 24/7 in person crisis response to minors and transitional age youth (ages 0-25) who are in crisis and are requesting support. This team also works in partnership with the Family Urgent Response System (FURS) which is another in-person crisis response for current and previous foster youth within San Mateo County.

POSITION PURPOSE AND OBJECTIVES

This position will provide oversight of the crisis center's training program as well as staff development, supervision, and training of all volunteer/staff crisis counselors. In addition, this position will oversee quarterly evaluations of all staff and volunteers. This position will also work alongside the crisis intervention services coordinate to ensure program design, expectations, and processes are effective and functioning properly.

ESSENTIAL JOB FUNCTIONS:

- Utilizing superior leadership skills, implement the mission and vision of StarVista as developed by the Board of Directors and Staff; Implement the Crisis Center's program vision and long-range plan.
- Represent star vista in the community to promote services.
- Responsible for 24/7 operations of crisis line.
- Coordinate 3-4 volunteer trainings per year, organizing logistics, scheduling speakers, facilitate trainings.

- Recruit, screen, train, and supervise volunteers as well as staff of crisis line; provide ongoing supervision and support for staff and volunteers.
- Maintain and organize all volunteer files.
- Identify, train, and support key staff for future leadership roles within the agency and provide them with opportunities for delegation of duties.
- Coordinate monthly staff meetings as well as continuing education events for all staff and volunteers.
- Collaborate with crisis intervention services coordinator to provide evaluation and feedback to volunteers and staff based on American Association of Suicidology best practice standards.
- In partnership with Crisis Intervention Services Coordinator, coordinate complete administrative components (i.e., program and procedural development and establishing internal processes) of the Crisis Center's crisis intervention services (teen crisis services and crisis line).
- Assist in determining and implementing new Crisis Center procedures, alongside the crisis intervention coordinator and program manager.
- Provide training on topics related to suicide intervention internally and in the community as needed.
- When necessary, answer hotline calls and serve as emergency back-up coverage.
- Review incident reports and provide feedback to volunteers and staff.
- Communicate closely with the program manager regarding crisis calls and incidents requiring management level response.
- Collaborate with partner agencies.
- Manage the Crisis Center referral database and binders. Keep caller data and resource information organized and current.

MINIMUM QUALIFICATIONS:

- Minimum level of education is a BA degree.
- 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 live scan background clearance.

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.
- Ability to complete administrative duties, as assigned by Program Manager.

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.

WORKING CONDITIONS:

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

POSITION STATUS:

Non-Exempt, 32 hrs/week, benefits include health, dental, and vision, sick leave, vacation, personal days, and holiday pay.

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.