



Job Description

Position: Grief & Suicide Prevention Services Coordinator

Status: Full-time, Benefitted, Non-Exempt

Established in 1963 and successfully serving the entire county, the Contra Costa Crisis Center's mission is *to keep people safe and alive and to provide or connect them to culturally relevant services*. Core programs include 24/7 Crisis line services, 2-1-1 Information & Referral services, and Grief Counseling services. The Crisis Center operates with a staff of approximately 30 and an active volunteer team of 60.

The Grief & Suicide Prevention Services Coordinator of the Contra Costa Crisis Center is a non-exempt staff and is responsible for the administrative management of the agency's grief counseling support services, suicide/crisis intervention & prevention follow-up services, and supporting community-based outreach, training, and education efforts. They oversee service delivery of grief counseling support to the community which includes cultivation and supervision of grief counseling volunteers. They report directly to the Director of Programs.

Responsibilities include:

1. Oversee day-to-day operation of agency's grief counseling services;
2. Provide individual and group supervision of grief volunteers;
3. Plan and supervise/manage group grief support counseling services for children, teens, and adults, fulfilling all requests for counseling in a prompt, culturally relevant, and compassionate manner, and provide client follow up;
4. Supervise/manage requests for critical incident mobile grief counseling (postvention) at schools, agencies, and businesses, when needed;
5. Provide Suicide/Crisis Prevention follow-up and client navigation services;
6. Provide Suicide/Crisis Prevention call/text/chat coverage;
7. Provide outreach and training to the community in collaboration with the Outreach & Training Coordinator;
8. Maintain and develop cooperative relationships with community partners relevant to the program work of the Crisis Center as assigned – including oversight and/or participation in appropriate work groups/committees/task forces (Coroner's office, death review teams, community networking meetings, etc.);
9. Lead and collaborate in efforts to market the agency services and cultivate client flow;
10. Collaborate with the management team to develop goals and objectives for services, and create tools for measuring and reporting the quality of the services being provided;
11. Gather and maintain program data for statistical and monthly reporting purposes;
12. Quality assurance of service delivery - Monitor and revise protocols that ensure service quality and cultural relevancy of services provided to all grief clients, continually assess efficacy and work with other supervisors to design methods for improvement, meet service standards for certification in respective programs which includes:

- a. Database upkeep/compliance and quality assurance
 - b. Curriculum for grief facilitation training
 - c. Curriculum for outreach efforts
 - d. Organize group materials and evaluation feedback surveys
13. Cultivate, train, mentor, and supervise grief services volunteers in collaboration with the Volunteer & Training Manager; collaborate with volunteer efforts - support volunteer recruitment efforts; develop and deliver comprehensive, contemporary training programs with a multicultural perspective, that prepares volunteers to effectively deliver services; participate in volunteer recognition and volunteer bonding activities, including annual appreciation event;
 14. Collaborate with other program coordinators to conduct external trainings on crisis and suicide prevention & intervention, and grief & loss - targeted for health care professionals, police officers, therapists, and others;
 15. Oversee the provision of and participate in backup grief facilitation support as needed;
 16. Participate in maintaining a healthy and supportive workplace attitude;
 17. Participate in troubleshooting and problem solving with difficult cases/difficult calls, re-training needs and use of database;
 18. Perform other duties as assigned by the Director of Programs or Executive Director.

Required Qualifications:

1. Bachelors Degree in Psychology, Social Work, Public Health, or related field and/or relevant work or volunteer experience;
2. Computer/software/database literacy and proficiency;
3. Excellent written and verbal communication skills; experience and demonstrated ability to work with racially, culturally, and economically diverse populations.
4. Demonstrated ability to work individually and as a member of a team;
5. Commitment to personal accountability, and active participation in team building and the maintenance of a healthy work community;
6. Commitment to eliminating disparities in service access for all populations;
7. Valid California Driver's License and access to a working vehicle and current automobile insurance;
8. Ability to clear a criminal background check upon hire.

Strongly Preferred:

1. Masters Degree in Psychology, Social Work, Public Health, or related field;
2. Spanish language proficiency;
3. Experience and training related to grief and loss;
4. Three years or more of experience providing supervision;
5. Experience working with and managing volunteers.

The Contra Costa Crisis Center is an equal opportunity employer and does not discriminate on the basis ethnicity, race, religion, gender, sexual orientation, or disability. We enthusiastically encourage all qualified applicants to apply.