



Job Description

August 2024

Position: Grief & Suicide Prevention Services Coordinator
Status: FT, Exempt and Part-time, Non-Exempt
Salary Range: \$ 66,611 - \$ 69,388

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/Crisis services, 2-1-1 Information & Referral services, the Grief Counseling program. The Crisis Center operates with a staff of approximately 35 and an active volunteer team of 40.

The Grief & Community 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 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, 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 & client navigation services;
6. Provide outreach and training to the community in collaboration with the Outreach & Training Coordinator;
7. 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.);
8. Lead and collaborate in efforts to cultivate client flow;
9. Collaborate with the management team to develop goals and objectives for each service of the program, and create tools for measuring and reporting the quality of the services being provided;
10. Supervise the collection and maintenance of program data for statistical and reporting purposes;
11. 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 – includes:

- a. Database upkeep/compliance and quality assurance (call review)
 - b. Curriculum for grief counseling training
 - c. Curriculum for outreach efforts
 - d. Organize group materials and evaluation surveys
12. Cultivate, train, mentor, and supervise program volunteers; 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 activities, including annual appreciation event;
 13. Collaborate with other program coordinators to conduct external trainings on crisis intervention and suicide intervention, and grief & loss - targeted for health care professionals, police officers, therapists, and others;
 14. Oversee and participate in backup grief facilitation support as needed;
 15. Participate in maintaining a healthy and supportive workplace attitude;
 16. Participate in troubleshooting and problem solving with difficult cases/difficult calls, re-training needs and use of database;
 17. Provide Suicide/Crisis Prevention call coverage for the call center as needed;
 18. Perform other duties as assigned by the Director of Programs.

Required Qualifications:

1. Bachelors Degree in Psychology, Social Work, Public Health, or related field;
2. Computer/software/database literacy;
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, PsyD;
2. Experience and training related to grief and loss;
3. Three years of experience providing supervision;
4. Experience working with and managing volunteers.

The Contra Costa Crisis Center is an equal opportunity employer.