

Job Announcement

Job Title: Data Specialist/Project Coordinator, Culturally Appropriate Crisis Line Services Project
Supervisor: Program Director, Distress Services

The Crisis Centre of BC

The Crisis Centre of BC is dedicated to providing help and hope to individuals, organizations, and communities.

Our offices are located on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh nations. We have been in operation since 1969.

Spanning the spectrum of crisis support, suicide prevention, and postvention, we offer:

- Immediate access to barrier-free, non-judgemental, confidential support and follow-up through 24/7 phone lines and online services.
- Education and training programs that promote mental wellness and equip schools, organizations and communities to assist people at risk of suicide.

Our programs work to ensure timely access to support, destigmatize suicide and mental health concerns, and increase awareness and skills for mental health. We foster and create compassionate, connected, suicide-safer communities.

About the Role

The Crisis Centre of BC seeks a passionate and organized Project Coordinator to join a team dedicated to improving crisis line services for immigrants and equity-seeking communities. The Government of Canada funds this project and aims to identify gaps and develop best practices for providing culturally appropriate support. Specifically we are focused on the practice of delivering non-English crisis line services through interpreters versus responders who speak the language of the service user.

As the Project Coordinator, you will ensure the project runs smoothly and achieves its objectives. You will be responsible for various tasks, including coordinating project activities, gathering and organizing key project data/statistics, and communicating effectively with stakeholders.

9-8-8 call or text

National Suicide Crisis Helpline

310-6789

BC Mental Health & Crisis Response

Details

- Hours per Week: 35 hours per week
- Hourly Rate: \$35/hour
- Contracted position ending March 31, 2025
- Benefits Offered:
 - 3 weeks of vacation accrued at 6% of earnings with increases as per Personnel Handbook
 - 10 days of wellness leave
 - Overtime paid in excess of 40 hours per week or 8 hours per day
 - Access to Kii
 - Access to Crisis Centre workshops
- Working Model: A hybrid mix of remote and onsite at the Crisis Centre

What You'll Do

- Develop and implement methodology to collect, organize and analyze key project data.
- Work closely with the Project Evaluation team to coordinate all aspects of the project, including joint planning, implementation, and supporting evaluation.
- Develop and maintain project timelines and work plans.
- Coordinate meetings with project partners, including S.U.C.C.E.S.S. and SAHAS Community Services.
- Prepare reports and presentations on project progress and findings.
- Develop protocols for warm transfers and follow-up requests between general and culturally specific crisis lines.
- Identify and address any challenges or roadblocks that arise throughout the project.
- Ensure adherence to project timelines and budgets.
- Maintain clear and concise communication with project stakeholders, including staff, volunteers, and funders.
- Support in identifying gaps and developing best practices for providing culturally appropriate support

About You

- Proven experience gathering, organizing, and analyzing data, particularly service-related data.
- Proven experience in project coordination or a related field.
- Excellent organizational and time management skills.
- Strong analytical and problem-solving abilities.
- Experience with contact Centre CRM's and technology.

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- Experience working in a cross-cultural environment is a plus.
- Lived experience and/or experience working with diverse populations, immigrants and equity-seeking communities
- Understanding of crisis intervention and mental health best practices is preferred.
- Excellent communication, interpersonal, and collaboration skills.
- Ability to work independently and as part of a team.
- Experience with project management software is a plus.
- Experience with iCarol and Genesys call centre software is a plus.

Application Process

This position is vacant and will be filled as soon as a qualified applicant is found.

The deadline to apply for this position is August 9, 2024.

We want to be transparent with what's next.

Please submit your PDF cover letter and resume named “*Cover Letter & Resume - (Your Name)*” as a **single PDF attachment** to applications@crisiscentre.bc.ca with the job title of Data Specialist/Project Coordinator, Culturally Appropriate Crisis Line Services Project in the subject line.

In your cover letter, please be specific about what skills and talents you will bring to the position.

What do you want us to know about you that we can't find in your resume which makes you the best candidate?

We will review applications as they are submitted and have a rolling interview process.

Shortlisted candidates will be contacted to arrange an interview.

There will be two interviews, to be held with:

- Alain Bedard-Gibson, Program Director, Distress Services
- An Operations Manager, Distress Services

The successful candidate will have to complete a Vulnerable Sector Criminal Records Check.

We appreciate all those who submit an application.