

PART-TIME PROGRAM COORDINATOR

POSITION TITLE:	Program Coordinator, British Columbia Bereavement Helpline
PROGRAM:	BC Bereavement Helpline, BC Victims of Homicide, Suicide Grief Support, Loss due to Substance Use, and Education/Training Programs
REPORTS TO:	Executive Director, BC Bereavement Helpline

The BC Bereavement Helpline (BCBH) was established as a charity in 1988 and has become a provincial leader in providing education, support and advocacy for the bereaved, their caregivers and professionals.

Vision: To provide support to anyone coping with grief and loss.

Mission Statement: The BC Bereavement Helpline is committed to facilitating the provision of care and support to the bereaved, caregivers and service providers and to increase public understanding of grief as a life process through education, support, advocacy, networking and dissemination of information.

Core Values: Compassionate. Trustworthy. Resourceful. Inclusive.

Equity and Diversity: The BC Bereavement Helpline is committed to equity. We seek qualified applications from underrepresented groups including persons of colour, Indigenous, trans and gender variant persons, older adults and persons with disabilities.

ROLL OF THE PROGRAM COORDINATOR

The part-time Program Coordinator will work 21 hours a week with the Executive Director and be responsible for the maintenance of the programs of BCBH and BC Victims of Homicide including operations of the Helpline, Helpline volunteer recruitment and training, coordination of grief support groups, training programs, educational presentations, onsite and remote supervision of Helpline volunteers and general administrative duties. Ability and interest to answer the Helpline calls and provide compassionate listening and referrals is required.

DUTIES & RESPONSIBILITIES

Helpline Support

- Coordinate full-time coverage (9am – 5pm, Monday – Friday) of Helpline volunteers. Responsible for the accurate tracking of all calls/emails received through the Helpline on the Call Log, collection of Call Log statistics for trend tracking and inclusion in Annual Report.
- Be able to step in as a Helpline volunteer if a volunteer becomes unavailable or there are gaps in shifts, understand and be able to offer compassionate listening and appropriate referral to bereaved callers.
- Assist with volunteer recruitment, interviews and onboarding as needed.
- Become an expert user and knowledge keeper of the BCBH Provincial Grief Resource Directory and website resource listings including the tracking of updates for the Resource Directory and website.

Administration

- Assist with maintenance and updating of all office systems to ensure confidentiality and accuracy including the BCBH Provincial Grief Resource Directory, membership information, contact lists, funders, donors, database, community resources, and Helpline call records.



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Bereavement Helpline

- Maintain office records and reports that adhere to PIPA (Personal Information Protection Act) and other regulations.
- Ensure office equipment (computers, monitors, headsets, printer) in good working order and office supplies kept in ready stock.
- Work professionally and collaboratively with other services providers, government, agencies, all community partners, staff and volunteers.
- Track, maintain and promote BCBH memberships including maintenance of the member and sponsor lists and website as required.
- Assist with preparation and execution of Board meetings, including development and email delivery of documents, editing of Board meeting minutes and appropriate storage of all documents on the OneDrive database as needed.
- Support grant applications and funding partnerships by providing quantitative and qualitative information that demonstrates the scope and impact of our programs.

Bookkeeping Assistance

- Issue receipts on a regular basis (new memberships and renewals, donations, purchase of resources, training fees, etc.)
- Assist with weekly cheque requests for bookkeeper, track invoices for payment, receipts and complete tracking logs for credit card statements and assist bookkeeper as needed.

Support Groups, Training, Education and BCBH events

- Manage the registrations, communications, receipt issuance and tracking of BC Victims of Homicide and suicide grief support group programs.
- Manage the registrations, communications, receipt issuance and tracking of BCBH training programs.
- Assist with conferences, workshops, lectures, presentations etc. when available including assistance with PowerPoint presentations, etc. as needed.
- Help with coordination of fundraising events and campaigns.

DESIRED QUALIFICATIONS:

- Completed post-secondary education in a relevant discipline including (but not limited to) Psychology, Social Work, Human Studies, or an equivalent combination of education, training and/or experience;
- Minimum 1-2 years' program coordination experience;
- Must be comfortable in the areas of death, grief and loss;
- Self-directed, highly organized, passionate, energetic with strong listening, writing and interpersonal skills;
- Tact and diplomacy, good judgement, and the ability to manage confidential information;
- Highly proficient with PC-based Microsoft Office 365 (Word, Excel, PowerPoint), Zoom videoconferencing, Google Sheets/Docs, Slack and digitally literate and able to navigate website editing and back-end learning platform administration;
- Knowledge and work experience with hospice, grief and loss, Helpline, Crisis Line and/or volunteer training and experience highly desired;
- Additional languages such as Mandarin, Cantonese or Punjabi considered an asset.

DETAILS

- **Work Schedule**
 - Position starts September 1, 2021. If available, two weeks paid training will be provided between August 16 – 31.
 - This is a part-time position with secured funding from August 16, 2021 – February 28, 2022, with the option to extend contingent on adequate funding.
 - Schedule of 21 hours per week as coordinated with Executive Director to coincide with volunteer training schedules. BCBH office hours are Monday – Friday 9am – 5pm.
 - In-office attendance is required at BCBH office in Downtown Vancouver. COVID-19 safety precautions will be in place as determined by current Provincial health guidelines. Remote access protocols will be enacted if needed per Provincial health guidelines.
- **Compensation**
 - Wage is \$25/hour with statutory deductions made.
 - 27 hours vacation time each 6-month period of work, plus one week extra paid vacation per year between the Christmas and New Year holiday when the BCBH offices are closed.

To apply: Submit both a resume and cover letter describing your interest in the role, your experience and/or desire to support others through grief and what you can bring to our organization via email (in PDF format) to jessica.lowe@bcbh.ca by 5pm on July 26, 2021 or when the position is filled. **We are not accepting applications for this role that do not include a cover letter.** Applications will be reviewed as they are received, and interviews will commence before the closing date of July 26, 2021, and be scheduled until the position is filled. Only applicants invited for an interview will be contacted.