

## **JOB DESCRIPTION – PROGRAM COORDINATOR**

---

<b>POSITION TITLE:</b>	Program Coordinator, British Columbia Bereavement Helpline
<b>PROGRAM:</b>	BC Bereavement Helpline, BC Victims of Homicide, Suicide Grief Support, and Grief Education/Training Programs
<b>REPORTS TO:</b>	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. BCBH is committed to being an inclusive, welcoming and unbiased employer and service provider. Further, we are encouraging members of these communities to apply for this position. Please feel free to let us know if you carry any of these identities.

### **ROLL OF THE PROGRAM COORDINATOR**

The full-time Program Coordinator will work 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. **This position requires occasional time on the Helpline itself.**

### **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.
- Manage volunteer recruitment, interviews and onboarding as needed. Be available to assist volunteers anytime during shift including training and debriefs.
- Ensure all Helpline calls and emails are responded to promptly and appropriately.
- 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.



# BCBH

British Columbia  
Bereavement Helpline



BC VICTIMS  
of HOMICIDE

- Communicate, update, and motivate Helpline volunteers via regular Slack updates, educational/training opportunities.
- Manage and update the online Helpline volunteer training program.
- Advise and support planned Helpline Expansion to provide up to 12 additional hours/3 shifts per week to the existing Helpline service schedule.
- Advise and support the Helpline Expansion Volunteer Supervisor.
- Supervise the update of the BCBH Provincial Grief Resource Directory as managed by the Canada Summer Jobs student, and website resource listings.

### **Support Groups, Training, Education and BCBH events**

- Coordinate and manage the registrations, communications, receipt issuance and tracking of BC Victims of Homicide and BCBH/Crisis Centre of BC suicide grief support group programs.
- Assist with management of the registrations, communications, IT, and administrative duties of BCBH training programs such as the online Traumatic Loss Facilitator Training sessions.
- Assist with the planning, coordination, and marketing of BCBH and BCVOH events.

### **Administration & Communications**

- Track, maintain and promote BCBH memberships including maintenance of the member and sponsor lists and website, and mailing membership packages as required.
- Ensure the BCBH website is current, accurate, and informative, including regular maintenance of partner organizations events and resources.
- Create and schedule regular posts on BCBH and BCVOH social media accounts.
- Assist with quarterly Mailchimp online newsletter delivery, additional promotional messaging or educational content to mail list, updating of contact lists in Mailchimp
- 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.
- Respond to all non-Helpline calls and emails in the [contact@bcbh.ca](mailto:contact@bcbh.ca) account.
- Support grant applications and funding partnerships by providing quantitative and qualitative information that demonstrates the scope and impact of our programs.
- Collect and sort mail from the PO Box.

### **Bookkeeping Assistance**

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

**DESIRED QUALIFICATIONS:**

- Completed post-secondary education in a relevant discipline including (but not limited to) Psychology, Social Work, Counseling, 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/open to learning and mastering: 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 7, 2022, with paid training starting August 17 – 31.
- This is a contracted, full-time position from August 17, 2022 – March 31, 2023, to be renewed contingent on funding.
- Schedule is 35 hours per week with a 7-hour workday, Monday – Friday 9:00am – 5:00pm with 1 hour for lunch.
- Regular in person attendance is required at BCBH office in Downtown Vancouver. Option to work remotely part-time.

**Compensation**

- a. Wage is \$25/hour with statutory deductions made.
- b. 7 days paid vacation time for each contract period, plus one week extra paid vacation per year between the Christmas and New Year holiday when BCBH offices are closed.
- c. 3 paid sick days, as needed.

**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](mailto:jessica.lowe@bcbh.ca) by 5pm, June 30, 2022. **We will not accept any applications that do not include a cover letter.** Applications will be reviewed as they are received, and interviews will commence before the closing date of June 30 and be scheduled until the position is filled. Only applicants invited for an interview will be contacted.