

Benchmark Title**CRISIS LINE COORDINATOR****Job Summary**

Coordinates and delivers crisis phone line services. Recruits, screens, trains, coordinates and supervises members of the crisis line team.

Key Duties and Responsibilities

1. Screens, recruits, interviews and selects crisis line volunteers. Orients and trains staff and crisis line volunteers for the program.
2. Schedules, supervises, supports and evaluates crisis line staff and volunteers. Schedules regular team meetings.
3. Provides input into the planning, developing and evaluating of services delivered.
4. Acts as a front line deliverer of service on the crisis line.
5. Assists in the development of the budget and informs senior management of budget needs.
6. Maintains contact with community groups and volunteer organisations to promote interest, participation and support for the program. Develops promotional material.
7. Promotes crisis line program in the community through meetings, forums, media interviews, posters and brochures.
8. Prepares reports and statistics on crisis line operation and use.
9. Performs other related duties as required.

Qualifications**Education and Knowledge**

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience, including supervisory or volunteer management experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Crisis Line Coordinator

| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|---------------------|--|--------|------------|
| 1 | Education and Knowledge – Requires completion of a diploma program in Human Services or a related field | 4 | 75 |
| 2 | Training and Experience – Requires 2 years recent related experience including supervisory or volunteer management experience | 4 | 100 |
| 3 | Physical Demands – Work often involves very light physical exertion such as writing and keyboarding | 2 | 14 |
| 4 | Concentration – Often listens and responds to crisis line phone calls | 5 | 42 |
| 5 | Independence – Guided by agency crisis line policies, applies accepted methods in a different way to coordinate crisis phone line services and supervise the crisis line team | 5 | 71 |
| 6 | Judgement – Work involves applying structured interpretation of client's state of mind and formulating a response using accepted procedures and techniques; provides input into program planning, development and evaluation which requires applying structured study and analysis of administrative matters | 5 | 71 |
| 7 | Leadership/Supervision – Provides supervision to crisis line staff and volunteers including screening, recruiting, interviewing, scheduling, training and evaluating | 4 | 80 |
| 8 | Accountability – Work is evaluated for compliance to agency policies; external relationships may be impacted – direct impact on the crisis line service | 5 | 71 |
| 9 | Communication – Facilitates participation and joint effort by crisis line volunteers | 4 | 57 |
| 10 | Care of Individuals – Work involves providing emotional support to crisis line callers | 4 | 40 |
| 11 | Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with crisis line callers who are upset and unpredictable | 4 | 33 |
| Total Points | | | 654 |

Benchmark Title**PROGRAM COORDINATOR 1****Job Summary**

Plans, implements, and oversees the day-to-day activities of a program. Participates in program development, policies and procedure formulation, program evaluation and budget preparation.

Key Duties and Responsibilities

1. Plans and implements activities and special events for a program.
2. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
3. Recruits, selects, dismisses, orients, trains, monitors and provides support to program volunteers.
4. Makes recommendation to the supervisor regarding program development, policy and procedure formulation and program evaluation.
5. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
6. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
7. Monitors and authorizes program expenditures and maintains financial records in accordance to established procedures. Provides input to the supervisor in the preparation of the program budget.
8. Maintains related records and statistics and produces reports as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Program Coordinator 1

| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|---------------------|---|--------|------------|
| 1 | Education and Knowledge – Requires a diploma in a related human / social service field | 4 | 75 |
| 2 | Training and Experience – Requires 2 years recent related experience | 4 | 100 |
| 3 | Physical Demands – Often involves very light physical exertion in performing duties such as writing reports and keyboarding | 2 | 14 |
| 4 | Concentration – Often reads and prepares program documents and reports; sometimes focus on budgets to monitor expenditures | 4 | 33 |
| 5 | Independence – Guided by agency policies and program guidelines, applies accepted work methods in a different way to plan, implement and oversee day to day operation of a program | 5 | 71 |
| 6 | Judgement – Apply analysis and interpretation of program operations and choose an approach using accepted procedures to plan, implement and oversee the operation of a program | 5 | 71 |
| 7 | Leadership/Supervision – Recruits, selects, dismisses, orients, trains, monitors and provide support to program volunteers | 3 | 60 |
| 8 | Accountability – Work performed and decisions made have direct impact on program service provided; errors may result in significant interruption and delay in program delivery; work has impact on agency's external relationships with other community service providers | 5 | 71 |
| 9 | Communication – Facilitates joint effort of supervisors, volunteers, other community service providers and professionals who are normally cooperative to coordinate program delivery, service provision and referrals to the program | 4 | 57 |
| 10 | Care of Individuals – Provides for well being of clients through the program | 3 | 30 |
| 11 | Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks | 4 | 33 |
| Total Points | | | 615 |

Benchmark Title**PROGRAM COORDINATOR 2****Job Summary**

Plans, develops and implements and oversees the day-to-day operation of a program. Supervises program staff.

Key Duties and Responsibilities

1. Plans and develops a program in consultation with the supervisor. Plans and implements program activities and special events.
2. Formulates program policies and procedures and evaluates the program in consultation with the supervisor.
3. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
4. Supervises program staff by performing duties such as assigning work, providing feedback on performance, and conducting performance evaluations.
5. Participates in the recruitment and selection of program staff by performing duties such as screening applicants, participating on interview panels, and making hiring recommendations.
6. Schedules program staff in accordance to program staffing requirements.
7. Orients, determines the need for and provides training to program staff, volunteers and practicum students.
8. Monitors and authorizes program expenditures and maintains financial records in accordance with established procedures. Prepares the program budget for submission and presentation to senior management and/or the Board of Directors.
9. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
10. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
11. Maintains related records and statistics and produces reports as required.
12. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Program Coordinator 2

| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|---------------------|---|--------|------------|
| 1 | Education and Knowledge – Requires a diploma in a related human/social services field | 4 | 75 |
| 2 | Training and Experience – Requires 3 years recent related experience including 1 year supervisory | 5 | 125 |
| 3 | Physical Demands – Often involves very light physical exertion in performing duties such as writing reports and keyboarding | 2 | 14 |
| 4 | Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures such as program planning, policy and procedure formulation and supervision of program staff | 5 | 42 |
| 5 | Independence – Guided by agency policies and program guidelines, plans, develops, oversees and evaluates a program | 6 | 86 |
| 6 | Judgement – Modify operational approaches in working with changing program needs to plan, develop, implement and evaluate a program | 6 | 86 |
| 7 | Leadership/Supervision – Oversees the day to day operation of a program; participates in staff recruitment and selection, assigns work, schedules staff and conducts performance evaluations | 4 | 80 |
| 8 | Accountability – Work performed and decisions made have significant impact on program service provided; errors may result in significant interruption and delay in program delivery and the work performed by subordinates; work has impact on agency's external relationships with other community service providers | 6 | 86 |
| 9 | Communication – Facilitates joint effort of subordinates, supervisor, and community service providers who are normally cooperative to coordinate program delivery, service provision and referrals to the program | 4 | 57 |
| 10 | Care of Individuals – Provides for clients development through the program; may lead, develop or provide advice on client service plans | 3 | 30 |
| 11 | Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks | 4 | 33 |
| Total Points | | | 714 |

Benchmark Title**RESIDENCE COORDINATOR****Job Summary**

Oversees the day-to-day operations of a residence, provides ongoing supervision of staff and evaluates program policies.

Key Duties and Responsibilities

1. Develops, implements and evaluates residence goals, objectives policies and procedures and ensures the required standards are maintained. Identifies both physical and program needs of the residence to appropriate authority. Plans with staff for changes.
2. Schedules, supervises and evaluates residence staff and monitors daily operations. Assists in recruiting and selecting of staff and provides guidance, training and orientation on policies, procedures, techniques, report preparation or other matters arising in the residence. Identifies the needs of staff for professional development.
3. Provides leadership, guidance and participates with staff, families and others in planning and providing client plans, case conferencing, case management and the preparation of related documents and reports. Completes personal service plan for client.
4. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
5. Liaises with the community, government, families, officials, professionals, and organization staff and promotes community involvement in the program.
6. Ensures the cleanliness, safety, security and maintenance of the residence in accordance with licensing standards either directly or through delegation to staff.
7. Maintains the residence's inventory of supplies.
8. Works as a residence worker performing the duties as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience, including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Residence Coordinator

| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|---------------------|--|--------|------------|
| 1 | Education and Knowledge – Requires a diploma in a related human / social service field | 4 | 75 |
| 2 | Training and Experience – Requires 3 years recent related experience including 1 year of supervisory or administrative experience | 5 | 125 |
| 3 | Physical Demands – Once in a while, lifts and carries clients in awkward positions | 5 | 35 |
| 4 | Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures such as developing residence policies and procedures, monitoring expenditures and budgets and supervising residence staff | 5 | 42 |
| 5 | Independence – Guided by general policies; applies work methods in different ways to oversee the day to day operations of a residence | 5 | 71 |
| 6 | Judgement – Applies analysis and interpretation of residence operations and staff performance and choose an approach using accepted work methods to develop residence goals, objectives, policies and procedures and evaluate staff | 5 | 71 |
| 7 | Leadership/Supervision – Oversees the day to day operation of a residence; schedules, supervises and evaluates staff | 4 | 80 |
| 8 | Accountability – Significant positive or negative effect on the agency; work performed and decisions made have an impact on program service provided; decisions/errors have a moderate impact on operations; work may have an impact on agency's external relationships with other community service providers | 6 | 86 |
| 9 | Communication – Facilitates joint effort of residence staff to plan for changes, provide client case plans and coordinate the operation of the residence | 4 | 57 |
| 10 | Care of Individuals – Provides leadership, guidance and participates with staff in planning and providing client plans; completes personal service plan for clients | 4 | 40 |
| 11 | Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative or otherwise have behavioural problems; sometimes exposed to bodily fluids and/or waste when providing direct personal hygiene care | 5 | 42 |
| Total Points | | | 724 |

Benchmark Title**VOLUNTEER COORDINATOR****Job Summary**

Oversees, implements and evaluates a volunteer program(s). Recruits, screens, selects, trains, places and supervises volunteers.

Key Duties and Responsibilities

1. Recruits, screens, interviews, selects and dismisses volunteers.
2. Assesses volunteer's skills and matches them to placement opportunities. Orients and trains volunteers for the program.
3. Places, supervises and evaluates program volunteers.
4. Oversees and evaluates the volunteer program; reviews policies and procedures and recommends changes to the supervisor. In conjunction with the supervisor, identifies volunteer staffing needs of the organization's programs.
5. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
6. Coordinates a reward/recognition program(s) for volunteers and special events for volunteers and clients.
7. Consults with community groups and professionals to identify trends and needs of the community. Maintains contact with community groups and volunteer organizations to promote interest, participation in and support for the program. Develops promotional materials.
8. Develops and maintains volunteer program statistics and reports. Maintains records of volunteer placements, hours, requests and concerns.
9. Communicates with agency staff regarding the volunteer programs. Acts as a liaison between staff, volunteers and clients.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field or certificate in Volunteer Management.

Training and Experience

Two (2) years recent related experience, including volunteer management experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Volunteer Coordinator

| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|---------------------|--|--------|------------|
| 1 | Education and Knowledge – Requires a diploma in a related human / social services field | 4 | 75 |
| 2 | Training and Experience – Requires 2 years recent related experience | 4 | 100 |
| 3 | Physical Demands – Often involves very light physical exertion such as writing and keyboarding | 2 | 14 |
| 4 | Concentration – Sometimes reads and prepares program documents and reports; sometimes focus on budgets to monitor expenditures | 4 | 33 |
| 5 | Independence – Guided by program goals and objectives, applies accepted methods in different ways to implement and oversee daily operations of volunteer programs | 5 | 71 |
| 6 | Judgement – Assesses volunteer skills and program needs and chooses an approach using accepted methods to implement volunteer programs and evaluate volunteers | 4 | 57 |
| 7 | Leadership/Supervision – Plans and coordinates a variety of work assignments and determines training needs for volunteers; recruits, screens, interviews, selects and dismisses volunteers | 4 | 80 |
| 8 | Accountability – Work performed and decisions made have direct impact on both the volunteer programs and other programs; work is evaluated for conformity to agency policy | 5 | 71 |
| 9 | Communication – Facilitates the participation and joint effort of volunteers who are normally cooperative. | 4 | 57 |
| 10 | Care of Individuals – Work involves protection of clients through selection of appropriate volunteers | 3 | 30 |
| 11 | Environment/Working Conditions – Sometimes exposed to some undesirable working conditions in the form of time pressures to finish specific job tasks | 3 | 25 |
| Total Points | | | 613 |