



Job Description

Job Title: Suicide Loss and Support Coordinator
Responsible to: Vice President of Program Development

Responsibilities:

The Suicide Loss and Support Coordinator's primary responsibilities are to provide assistance in facilitating suicide prevention education and interventions, and to coordinate postvention efforts including providing grief support to family and friends who have lost someone to suicide.

Job Requirements:

- Bachelor's degree in Social Services or related field, Master's Degree preferred
- Demonstrated interest in human services
- Public speaking experience
- Experience working with suicide survivors or personal experience with a suicide loss
- Experience with crisis/suicide situations/grief recovery
- Strong oral and written English language skills
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need
- Flexibility and ability to manage many concurrent projects
- Ability to work independently

Specific Responsibilities:

A. Coordinate and facilitate the Helpline Center's suicide postvention efforts

1. Manage and maintain the suicide survivor database.
2. Coordinate and facilitate the Surviving After Suicide Education/Support Group.
3. Provide outreach and support to suicide survivors upon request.
4. Develop and write the agency's quarterly suicide support newsletter and publish it online.
5. Assist in the coordination of suicide survivor, suicide awareness and suicide prevention fundraising events.
6. Participate as a Local Outreach to Suicide Survivors (LOSS) program team member serving in the on-call rotation.
7. Be knowledgeable and current about trends in suicide grief and support.
8. Develop and coordinate the suicide survivor advisory committee.

- B. Support and facilitate the Helpline Center's suicide prevention efforts**
1. Present suicide prevention and mental health trainings and other suicide presentations to the agency staff and volunteers, and also as outreach to the community.
 2. Provide assistance in other marketing and development activities to ensure the sustainability of the suicide crisis and support services at the agency.
 3. Be knowledgeable and current about trends in mental health and suicide prevention.
 4. Provide input and direction for the Helpline Center's suicide prevention efforts.
 5. Assist in making follow up outreach calls.
- C. Provide connections center assistance**
1. Respond to inbound calls/texts in the call center
 2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
 3. Answer and provide appropriate intervention/assistance for listening/support/crisis/suicide calls/texts following policies and procedures.
 4. Document calls/texts correctly into computer tracking system according to procedures.
 5. Assist the Suicide Prevention Director in monitoring suicide-related calls and text messages for quality assurance purposes.
 6. Help provide coverage or other needed assistance during times of disaster.
- D. Assist in the implementation of policies, procedures and planning for the Suicide Prevention Program**
1. Provide input and direction for the Helpline Center's suicide postvention efforts.
 2. Represent the Helpline Center in a professional manner with the community and media.
 3. Assist in establishing and maintaining good relations with civic, professional, governmental entities, and the community in general by having an active interest in community affairs.
 4. Assist with the marketing and promotion of suicide prevention and postvention efforts.
- E. Professionalism**
1. Support and carry out the mission of the agency.
 2. Follow agency policies, including personnel and programmatic.
 3. Participate in the agency and demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
- F Additional Duties**
1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Exempt full-time position. Includes day, evening and weekend hours. Will also include on-call coverage for the LOSS program.

Employee Signature

Date

Supervisor Signature

Date
