



AM Crisis Team Coordinator/Operations Supervisor

Position Summary The AM Crisis Team Coordinator/Operations Supervisor oversees recruitment, training, coordination, and operational supervision of volunteers who provide immediate emotional and practical assistance during traumatic events. Reporting to the Executive Director, this position ensures effective day-to-day operation of a 24/7 crisis response program, supports program readiness and volunteer engagement, manages assigned territory responsibilities as needed, and serves as an operational lead for dispatching and responding to crisis calls. The role requires a combination of office-based work, field support, and community engagement.

Essential Duties and Responsibilities

Volunteer Recruitment, Training, Supervision & Retention

- Recruit, screen, onboard, evaluate, supervise, and retain volunteer candidates.
- Coordinate and facilitate the Volunteer Training Academy and mandatory continuing education (CE) meetings.
- Provide coaching, performance feedback, mentoring, and ongoing professional development for volunteers.
- Maintain volunteer compliance documentation, including background checks, reference checks, and annual documentation updates as required, and keep accurate volunteer records.
- Support volunteer retention through regular communication, recognition, and continuing education opportunities.

Crisis Response Operations & Scheduling

- Oversee volunteer scheduling to ensure 24/7 coverage; manage monthly calendars and on-call rotations.
- Monitor call activity and ensure adherence to program protocols.
- Dispatch and respond to crisis calls when necessary and serve as supervisor-on-call as scheduled.
- Provide backup coverage if a volunteer is unavailable and coordinate with dispatchers, emergency response agencies, and partner organizations during incidents.
- Maintain availability for flexible hours, including occasional evenings, nights, weekends, and stand-by duty.

Program Administration & Quality Improvement

- Maintain accurate operational and statistical records, volunteer databases, and documentation for reporting and grant compliance



- Support planning and coordination of program events, outreach, trainings, fundraisers, and Volunteer Appreciation events.
- Send post-call feedback to emergency responders and collaborate with volunteer who sends feedback to individuals served to support communication and continuous quality improvement.
- Perform other duties as assigned by the Executive Director to support program operations.

Community & Partner Engagement

- Represent the program at meetings, trainings, and community events as needed.
- Promote the program's mission and volunteer opportunities through outreach.
- Build and maintain positive relationships with partner agencies, emergency responders, and community stakeholders.
- Participate in community education and emergency responder training activities.

Additional Responsibilities

- Support organizational projects and day-to-day operations, including fundraising, marketing, community engagement, and emergency responder education as needed.
- Assist with special initiatives, operational problem-solving, and projects that enhance service delivery.

Qualifications Required

- Experience in volunteer coordination, crisis response, social services, emergency services, or related fields; prior volunteer management experience preferred.
- Strong interpersonal, leadership, and communication skills; ability to provide constructive feedback and supervise volunteers.
- Ability to work effectively in high-stress and emotionally charged situations and to support others doing the same.
- Strong organizational, documentation, and multitasking abilities.
- Proficiency with writing, documentation, and data tracking; comfortable maintaining statistical and operational records.
- Proficiency with the Microsoft Suite program, including Word, Excel, and PowerPoint, as well as Canva, Adobe, Zoom, DropBox and Google applications.
- Experience facilitating training or group instruction.
- Commitment to the program's mission, values, and professional standards.
- Availability for flexible hours, including occasional evenings, nights, weekends, and on-call duties.

Job-Related Requirements

- Maintain a current, unrestricted Driver's License and provide proof of auto insurance.
- Must pass required background checks (e.g., live-scan) and comply with volunteer requirements.

- Must reside within the program's service area (county) and maintain a home office or reliable workspace as required.

Working Conditions

- Combination of office work, field support, on-call responsibilities, and community engagement
- Regular interaction with individuals experiencing grief, trauma, or distress
- Approximately 25-30 hours/week. Monday-Thursday 7am-7pm and at least 1 weekend per month, Friday 7am – Monday 7am; occasional night and weekend work required (CE meetings and Volunteer Training Academy)

Compensation & Benefits

- Compensation: pay range TBD based on experience and qualifications
- Active performance hourly pay, plus standby compensation, reimbursed mileage and expenses, and bonus potential
- Paid time off: vacation, sick leave, and paid holidays
- CalSavers 401(k) retirement
- Professional development and continuing education opportunities

To apply for this position, please complete an application and submit your resume at <https://tipsandiego.org/staffapplication/>

Employment Status: Employment is at-will unless otherwise specified. The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed. This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.