



BC Bereavement Helpline

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PRACTICUM STUDENT POSITION DESCRIPTION

POSITION TITLE: Practicum Student Opportunity, British Columbia Bereavement Helpline
PROGRAMS: Administration, Marketing, Helpline Support Services and Homicide Loss Support
REPORTS TO: Office Manager, BC Bereavement Helpline

POSITION SUMMARY & ROLE OF OFFICE COORDINATOR:

The BC Bereavement Helpline (BCBH) has an opening available for an unpaid practicum student starting in the Fall of 2016. The practicum student will work closely with the BCBH Office Manager to maintain a high level of continuity of service, communication and operations of the Helpline office ensuring effective and improved community services for the bereaved, professionals, members and caregivers.

DESIRED QUALIFICATIONS:

1. **Knowledge:** Education, skills and experience in administration and operations. Relevant knowledge of community service organizations, bereavement services and resources.
2. **Education:** Relevant combination of post-secondary education, training and experience in bereavement support, community social services, social work, counselling and/or non-profit administration experience.
3. **Skills:** Proficient multi-tasker and abilities in administration, English written and verbal communication, PDF, Word, Excel, and database software. Self-motivated with the ability to instruct staff and volunteers. Recording, reporting and interpreting data.
4. **Experience:** Office work, preferably a non-profit organization or small business. Respond to incoming calls, voice messages and emails with professionalism and a compassionate voice. Advocating for clients.
5. **Person Suitability:** Highly organized, consistent, passionate, energetic and able to motivate and be a strong role model for staff and volunteers; Ability to empathise with those who have disabilities, language barriers and cultural challenges; Personable and self-motivated.
6. **Additional Qualifications:** Light lifting and carrying. Additional languages an asset. Flexibility in schedule to accommodate some evening and weekend work.

ADDITIONAL INFORMATION:

Terms and Compensation: Unpaid student practicum opportunity. Training in bereavement support will be provided. A Letter of Reference will be provided upon completion of agreed term. Position can be tailored to the student's program's needs wherever possible.

Time Frame/Schedule: Monday-Friday 9 am – 5 pm. Hours and time frame are flexible depending on program requirements and availability of practicum student. Starting date is flexible, preference is given to Fall 2016.

Apply: We invite you to contact Office Manager Karen Ratchford at contact@bcbh.ca or 604-738-9950 for more information and to discuss compatibility with your student practicum requirements. For more information about our services and programs please visit our websites: www.bcbh.ca and www.bcvoh.ca.