

1) Summary:

Klinik's Crisis Program (24-hour crisis and support services) provides a critical resource to individuals throughout Manitoba experiencing suicidal ideation, mental health issues, and relationship/family issues. In an average year we answer approximately 45,000 calls, with most of our lines answered 24/7, 365 days a year by a combination of staff and volunteers.

Klinik has a strong reputation for the quality of our volunteer training and on-boarding program, which has been a cornerstone of our service delivery model for many years. The course involves approximately eighty-five (85) hours of training. Participants in the training are given opportunities to develop their skills (both theoretically and experientially) as counsellors through readings, discussions, role-playing and other experiential activities. Topics include crisis intervention, communication, sexuality and gender, suicide, depression, child welfare, sexual assault, the impact of trauma, intimate partner violence and grief, all looked at through a Trauma Informed lens. Once volunteers have successfully completed the classroom training, they begin a three month supervised training on the crisis lines. During this time supervisors monitor their work, offer feedback and encourage further growth. Consultation and supervision continue through the volunteer's career at Klinik to ensure the quality of the care for our callers.

The number of active volunteers dropped dramatically at the beginning of the pandemic. As we begin to rebuild our volunteer base, it is an opportune time to review and refresh the Crisis Line Volunteer Program through the lens of Klinik's Values and our new Strategic Plan <https://klinik.mb.ca/wp-content/uploads/2022/02/Klinik-Strategic-Plan-2022-26.pdf>. We are seeking proponents to assist us with this review.

Please see below for the project description and requirements, and submit a proposal by May 19, 2022.

2) About Klinik:

Please refer to our website: <https://klinik.mb.ca/> for information about the organization's mandate and services provided.

3) Project overview:

Under the leadership of the Mental Health and Crisis Services Director, you will work with Klinik management, staff, volunteers, internal advisory groups and committees, and other agencies and organizations to conduct a review of the Klinik Crisis Line Volunteer Program.

4) Scope of work & deliverables:

- a) Evaluate the Klinik Crisis Line Volunteer Program through the lens of Klinik's Values, and the following Strategic Directions from our 2022-26 Strategic Plan:
 - Advance our work in Reconciliation, Decolonization and anti-oppression
 - Become a more diverse and inclusive organization
- b) Conduct an Environmental Scan of similar Crisis Lines services with volunteer programs across the country

- c) Review and make recommendations on the following aspects of the Crisis Line Volunteer Program:
 - i) Intake processes and criteria,
 - ii) Training content and resource materials,
 - iii) Training delivery methods,
 - iv) Training schedule,
 - v) The process of mentoring/supporting/supervising the volunteers
 - vi) Roles and responsibilities for all positions involved in the Volunteer Program delivery

5) Expected/minimum input and validation: Proponents should account for incorporating input from the following stakeholders, including the number of consultations, focus groups, surveys, town halls, interviews in their project plan:

- a) Management Team
- b) Program Team Staff, Internal Advisory Groups and Committees
- c) Volunteers, past and present
- d) Other similar Crisis Lines Services with volunteer programs
- e) Agencies/organizations working with shared clientele or geographic area

6) Evaluation Considerations: Proposals will be evaluated on the following criteria:

- a) Proposed Crisis Line Volunteer Program Review process/methodology including:
 - i) Approach to the review
 - ii) Proposed project plan
 - iii) Proposed project timeline with major tasks and milestones.
- b) The ideal proponent will have experience in
 - i) supporting organizations in their goals towards Indigenous Reconciliation, Decolonization and anti-oppression; and in becoming more diverse and inclusive, and
 - ii) gathering and analyzing data that effectively translates into meaningful recommendations, and
 - iii) adult education / training, and/or
 - iv) volunteer program management
- c) Project budget and fee structure.
- d) Identification of team members to be involved with the project and their role/experience.
- e) Client references.

Please provide examples of past consultation and program review work completed with similar organization and scope including samples.

7) Timeframe

- a) Proposals are being accepted until **May 19, 2022**
- b) Proponents are expected to complete the project by October 31, 2022.