

# POSTING

## CRISIS LINE SUPPORT WORKER Permanent Part Time (18 hours per week) (Must be available to work varied shifts)

### Fraser Health Crisis Line

This position requires union membership.  
Compensation is in accordance with Appendix A of the BCGEU Collective Agreement.  
(Victim Service Worker: JJEP Wage Grid 11)

Assist with crisis line volunteer recruitment, training, scheduling and monitoring; to provide support and leadership to volunteers; to ensure that the phone-room is operated and maintained in a professional and efficient manner; to answer crisis line calls as necessary to ensure 24-hour service delivery and to represent the program in the community. This position requires varied shift times including evenings and weekends as determined by program needs and carrying an on-call phone on a rotating basis with other program staff.

#### QUALIFICATIONS

##### Education, Training, and Experience:

- A two-year Diploma in one of the social sciences from a recognized educational institution in combination with two years' direct service in the human service field, or an equivalent combination of education and experience.
- Crisis Line Training and experience responding to crisis calls (mandatory).
- Police Information & Criminal Record Checks that meet the bona-fide occupational requirements of the position.

##### Job Skills and Abilities:

- Excellent oral, written and interpersonal communications skills.
- Knowledge of mental health issues, family violence, suicide risk assessments and interventions and volunteer management.
- Knowledge of community resources.
- Experience volunteering or working with volunteers.
- Awareness of, and sensitivity to, ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Proficiency with Microsoft Office applications and client data tracking systems.
- Ability to identify sensitive issues and maintain confidentiality.

\* An eligibility list will be maintained for up to 6 months.

##### CLOSING DATE:

Resumes will be reviewed starting [March 1, 2019] but the posting will remain open until filled and will close without notice.

##### SEND RESUME &

##### COVER LETTER VIA EMAIL TO:

Bruce Marks, Program Coordinator  
Options Community Services Society

Email: [crisisline@options.bc.ca](mailto:crisisline@options.bc.ca)

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21284] and outlining your qualifications and related experience for the position.

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 02/22/2019

OCS Posting #:A21284