



# POSTING

## CRISIS LINE SUPPORT WORKER

Permanent Part Time (24 hours per week) - 2 Positions  
(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: JJEJ 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 some 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 [October 25, 2019] but the posting will remain open until filled and will close without notice.

#### SEND RESUME & COVER LETTER VIA EMAIL TO:

Thaddée Bergler, Program Manager  
Options Community Services Society

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

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21465] 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: 10/18/2019

OCS Posting #:A21465