

POSTING

CRISIS LINE VOLUNTEER

**Volunteer Position: Minimum commitment of 200 hours
(choose either 4hrs/week or 8hrs bi-weekly)**

Fraser Health Crisis Line

You can make a difference - volunteer with us

Answer incoming calls to the Fraser Health Crisis Line and provide emotional support, crisis intervention, and risk assessment to individuals in various degrees of emotional distress. Direct callers to resources in their community as appropriate to their need.

BENEFITS OF VOLUNTEERING:

- Gain new skills & practical knowledge
- Acquire work experience & references
- Internal employment opportunities
- Enhance college and university applications
- Meet others with similar interests
- Make a difference in the lives of others

FACT: When asked about their crisis line experience, volunteers have told us:

“The knowledge I have gained here is invaluable.”

“It has been the most rewarding volunteer position I’ve held.”

“It is gratifying to know that you have helped in some way.”

QUALIFICATIONS

Education, Training, and Experience

- No previous experience required - extensive training and on-going support is provided.
- Minimum 18 years of age
- Police Information & Criminal Record checks that meet the bona fide occupational requirements of the position
- Able to hear well, speak clearly & communicate in English
- Ability to follow direction
- Emotionally ready to assist others in crisis
- Able to deal with stressful situations
- Reliable, non-judgmental and motivated
- Personal values, abilities and characteristics are consistent with those of the agency
- Basic computer skills
- Successful completion of the [Fraser Health Crisis Line Training](#)

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.

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Job Skills and Abilities:

- Adhere to agency and program policies and procedures
- Provide supportive, non-judgmental telephone crisis intervention counseling and community resource information
- Assess the level of suicide and homicide risk as well as urgency of need for mental health intervention
- Document calls and complete service records
- Participate in on-going training requirements and opportunities
- Maintain the dignity and integrity of the program and agency within the community
- [Poem: *What We Are Here For*](#)

CLOSING DATE: None / On-Going Recruitment

HOW TO APPLY: PLEASE READ AND FOLLOW THE STEPS AS OUTLINED BELOW.

Step 1. Download the [application and reference check forms](#)

Do not submit your completed forms ahead of time: Bring them with you to the interview.

Step 2. Complete the application and obtain two references from people who know you well enough to answer the questions on the reference check forms but who are not friends or family members. If a colleague provides a reference, your other reference should be from someone who has supervised you in some capacity.

References must be returned to you in sealed envelopes with the signature of the person providing it written across the seal.

Step 3. Once you have completed the application and obtained the two references from people who meet the criteria cited in Step 2, contact us at 604.584.5811 Ext. 1309 or email: crisisline@options.bc.ca to schedule a small group interview. **Provide all of the following information in your voice or e-mail message;**

- Full name
- Telephone number
- Email address.

You will be given the required Police Information Check documents during the interview.

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