

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

For information about volunteering with the Fraser Health Crisis Line including how to apply, please join one of our upcoming Zoom Orientation Sessions:

Sunday November 29 from 9-11 am:

<https://optionsbc.zoom.us/j/99424401785>

Wednesday December 30 from 7-9 pm:

<https://optionsbc.zoom.us/j/92851697973>

Saturday January 23 from 9-11 am:

<https://optionsbc.zoom.us/j/97140295983>

Wednesday February 17 from 7-9 pm:

<https://optionsbc.zoom.us/j/99186688671>

Sunday March 7 from 9-11 am:

<https://optionsbc.zoom.us/j/94757840878>

Participating in the Zoom Orientation Sessions requires use of a device with both video and audio. Visit this link for more information on using Zoom:

[https://support.zoom.us/hc/en-us/categories/200101697.](https://support.zoom.us/hc/en-us/categories/200101697)

PLEASE NOTE:

1. Due to the unprecedented increase in interest for our program, we can only accept volunteer applications from residents of the [Fraser Health Region](#) which includes all areas from Burnaby to Boston Bar.
2. You will not be able to join the Zoom Orientation after the start time.
3. Two hours has been allotted for the session - the actual length is dependent upon the number of attendees and questions.
4. Please check back periodically for more Zoom Orientation Session dates as this posting will be updated with more sessions as needed.

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