

**We're Hiring!**



**Posting:  
A21780**

**Crisis Line Support Worker**  
**Full-Time**  
**(35 hours per week - varied shifts)**

**Fraser Health  
Crisis Line**

### Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

**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 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.

#### Knowledge 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.

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

Posted: 21-Mar-31

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

- Proficiency with Microsoft Office applications and client data tracking systems.
- Ability to identify sensitive issues and maintain confidentiality.
- Must be able to work varied shifts.

***Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.***

***Applicants with lived experience are strongly encouraged to apply.***

**CLOSING DATE:** Resumes will be reviewed starting **April 6, 2021** but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Thaddée Bergler, Program Manager  
Options Community Services Society

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

Please include a cover letter indicating the posting number [**#21780**] and detailed resume outlining your qualifications and related experience for the position.

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