

We're Hiring!



**Posting:
A21801**

Crisis Line Assistant Trainer
Temporary Full-Time - Until June 30, 2021
(35 hours per week)

**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.

Must be available to work varied shifts

This position requires union membership.

**Compensation is in accordance with Appendix A of the BCGEU Collective Agreement
(Unique Position: JJEP Wage Grid 14)**

The Assistant Trainer assists the program Practice Leader to ensure quality call response and help keep program personnel abreast of current practice, knowledge and literature in the field. The position assists with research, development and delivery of training for Crisis Line volunteers and provides mentoring, coaching, monitoring and support to Crisis Line personnel.

QUALIFICATIONS

Education, Training, and Experience

The candidate must have:

- A minimum 2 years post-secondary certification or equivalent combination of training and experience, particularly in the area of crisis line services, adult education and e-learning platforms.
- Three (3) years recent related experience including a mandatory two years' experience as a crisis line worker responding to crisis line calls and providing support and mentoring to volunteers.

Knowledge Skills and Abilities:

- A thorough knowledge of mental health and addiction, family violence and mandated reporting, suicide risk assessment and intervention, community resources and other related areas.
- Knowledge of accreditation requirements pertaining to crisis line services particularly those associated with AAS and COA.
- Demonstrated ability to deliver training to adult learners.
- Excellent oral, written and interpersonal communications skills.
- Proficiency with Microsoft Office applications and other relevant software.
- Required to work in a dynamic and often stressful environment which may call for adaptation to emerging trends/demands.

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

Posted: 21-Apr-28

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

- Ability to work effectively with agency staff and crisis line personnel.
- Ability to identify sensitive issues and maintain confidentiality.
- Knowledge of volunteer management and experience volunteering or working with volunteers.
- Must be sensitive to and respectful of ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.

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 **May 4, 2021** but the posting will remain open until filled and will close without notice.

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

Email: Thaddee.Bergler@options.bc.ca

Please include a cover letter indicating the posting number [**#21801**] and detailed resume outlining your qualifications and related experience for the position.

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

Posted: 21-Apr-28