

We're Hiring!

**Posting:
A21941**

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)**

The Crisis Line provides immediate, free, and confidential emotional support, crisis intervention and community resource information to people of all ages, 24 hours a day - everyday.

As a Crisis Line Support Worker, you will answer incoming crisis line calls and provide telephone crisis intervention and support based upon prescribed best practices, and assist in supporting on-shift volunteer call-takers. The available positions are temporary

HIGHLIGHTS OF KEY RESPONSIBILITIES

- Perform front-line call answering services on the crisis line.
- Respond to questions from on-shift volunteer call-takers and/or directs them to the program Quick Reference Guide or to call On-Call Support.
- Documents all crisis calls in a timely and accurate manner into program data base in accordance with established program protocols.
- Conform to ethical issues, including confidentiality and the reporting of abuse issues. When ambiguities arise, consult with supervisor.
- Participate in assigned training activities and complete all phone room in-service activities.
- The incumbent must be able to work varied shifts.

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, training and experience.
- Crisis Line Training and experience responding to crisis calls required.

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

Posted: 21-Nov-02

Knowledge Skills and Abilities:

- Excellent oral, written and interpersonal communications skills.
- A thorough knowledge of mental health issues, family violence, suicide risk assessments and interventions and volunteer management.
- Knowledge of community resources.
- Ability to handle stressful situations.
- 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 system.

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.

Applicants are required to show proof of Covid-19 vaccination.

CLOSING DATE: Resumes will be reviewed starting **November 8, 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

Please include a cover letter indicating the posting number [#21941] and detailed resume outlining your qualifications and related experience for the position.

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