

We're Hiring!



NIGHTTIME CRISIS LINE WORKERS

Posting Requisition	22030	Program	<i>Fraser Health Crisis Line</i>
Job Type	<i>Temporary, Part-time (until September 30, 2022)</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>Minimum 7 hours per week (Multiple positions with varied shifts. Shift time - 10:15 pm - 5:15 am)</i>	Closing Date	<i>Resumes will be reviewed starting June 5, 2022 but the posting will remain Open until filled and will close without notice</i>

Options Community Services is 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.

This position is responsible for answer incoming crisis line calls and providing telephone crisis intervention and support based upon prescribed best practices, and assist in supporting on-shift volunteer call-takers.

This position requires union membership. Compensation is in accordance with Appendix A of the BCGEU Collective Agreement. (Unique Position Classification: JJEP Wage Grid 10)

ACCOUNTABILITIES

- 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.
- Work effectively as a member of the crisis line team by collaborating and supporting each other to ensure high quality of service to crisis callers.
- Performs other duties as assigned.
- Follow written and verbal directives from the immediate supervisor, Executive Director or designate.

QUALIFICATIONS

Education, Training, and Experience:

- Successful completion of the Fraser Health Crisis Line (FHCL) training.
- Completion of 48 overnight hours.
- Proven reliability and non-judgmental attitude.
- Ability to handle stressful situations.
- Police Information & Criminal Record Checks that meet the bona-fide occupational requirements of the position.

We are an equal opportunity employer committed to hiring a diverse workforce

Posted: 22-June-02

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Skills and Abilities:

- Meets or exceeds the requirements of the FHCL Inventory of Suitability, Knowledge, Skills & Abilities.
- Strong verbal skills.
- Ability to maintain focus and handle stressful situations.
- Proven reliability and non-judgmental attitude.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Able to identify sensitive issues and maintain confidentiality.
- Demonstrated ability with data entry into program data base.

SPECIAL REQUIREMENTS

- Applicants may be required to provide proof of Covid -19 vaccination.
- Applicants with lived experience are strongly encouraged to apply.

**An eligibility list may be maintained for up to six months.*

PLEASE APPLY TO: Thaddée Bergler, Program Manager
Options Community Services Society
Email: thaddee.bergler@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22030] and outlining your qualifications and related experience for the position.