

We're Hiring!



NIGHTTIME CRISIS LINE WORKERS

Posting Requisition	<i>A22165</i>	Program	<i>Fraser Health Crisis Line</i>
Job Type	<i>Permanent Part Time or Full Time</i>	Location	<i>Surrey, BC</i>
		Closing Date	<i>Resumes will be reviewed starting October 12, 2022 but the posting will remain open until filled.</i>

**These positions requires union membership.
Compensation is in accordance with Appendix A of the BCGEU Collective Agreement.**

(Unique Position Classification : JJEP Wage Grid 10)

Multiple positions - Monday - Sunday, 5 am - Noon, 5 pm - Midnight, 10 :15 pm - 5 :15 am

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.

The Night time Crisis line worker answers incoming crisis line calls and provides telephone crisis intervention and support based upon prescribed best practices, and assists in supporting on-shift volunteer call-takers.

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.
- The incumbent must be able to work varied shifts.
- Performs other duties, as required.

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 with the ability to handle stressful situations.
- Police Information & Criminal Record Checks that meet the bona-fide occupational requirements of the position.

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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.
- Ability to identify sensitive issues and maintain confidentiality.
- Awareness of, and sensitivity to, ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Proficiency with Microsoft Office applications and client data tracking system.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants are required to provide proof of Covid -19 vaccination.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.*

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

Please include a cover letter clearly indicating the posting number [posting #22165] and outlining your qualifications and related experience for the position.