

We're Hiring!



CRISIS LINE SUPPORT WORKER

Posting Requisition	22299	Program	<i>Fraser Health Crisis Line</i>
Job Type	<i>Regular, Full-Time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>April 27, 2023</i>

These positions require union membership.

Compensation is in accordance with Appendix A of the BCGEU Collective Agreement.

(Integrated Volunteer Coordinator and Victim Service Worker, JJEP Wage Grid 12)

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 assists with the co-ordination of service delivery and ensures that the phone-room is monitored in a professional and efficient manner. In addition, it assists with volunteer recruitment and training by monitoring, supporting and providing leadership to crisis line volunteers.

ACCOUNTABILITIES

- Performs front-line call answering services on the crisis line according to a rotating shift schedule.
- Assists with the recruitment, mentoring, training and support of crisis-line volunteers, and promotes the crisis line in the communities served.
- Assists the supervisor in the scheduling of crisis-line volunteers.
- Assists with the planning and facilitation of meetings, training sessions and special events for volunteers.
- Assists with monitoring staff and volunteer performance and escalates any performance issues to the program manager.
- Assists with the supervision, coaching, information and support to individual.
- Carries the on-call phone 24/7 on a rotating basis with other program staff and responds to requests for support from on-duty volunteers. In addition, responds to calls from volunteers requesting shift changes and ensures all shift changes are adequately covered.
- Ensures that the phone room is clean and tidy and that phone-room equipment, supplies, resources and manuals are regularly updated and accessible to staff and volunteers.
- Assists with the timely and accurate documentation and recording of calls, volunteer hours, and critical incident reporting.
- Respond to complaints by clients according to the agency's client complaint procedures.
- Participate in assigned meetings with OCS volunteers and/or other OCS employees for the purpose of sharing information, coordinating service development and professional development.
- Conform to ethical issues, including confidentiality and the reporting of abuse issues. When ambiguities arise, consult with superiors.
- Improve the level of professional expertise through reading, consultation, and relevant workshops.
- Work as a member of a team respecting and adhering to Options Community Services' policies and procedures.
- Performs other duties as assigned.

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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.

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.

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. This position is open to all qualified applicants.*

PLEASE APPLY TO: Brad Watson, Crisis Line Practice Leader
Julianna Baker, Crisis Line Trainer
Options Community Services Society

Email: Crisisline@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22299] and outlining your qualifications and related experience for the position.