



Volunteer with us!

**Posting:
Volunteer**

Crisis Line Volunteer

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.

**Volunteer Position: Minimum commitment of 200 hours
(choose either 4hrs/week or 8hrs bi-weekly)**

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.

Answer incoming calls to the Fraser Health Crisis Line and provide emotional support, crisis intervention, and risk assessment to individuals in various degrees of emotional distress. Direct callers to resources in their community as appropriate to their need.

BENEFITS OF VOLUNTEERING:

- Gain new skills & practical knowledge
- Acquire work experience & references
- Internal employment opportunities
- Enhance college and university applications
- Meet others with similar interests
- Make a difference in the lives of others

FACT: When asked about their crisis line experience, volunteers have told us:

- “The knowledge I have gained here is invaluable.”
- “It has been the most rewarding volunteer position I’ve held.”
- “It is gratifying to know that you have helped in some way.”

QUALIFICATIONS

Education, Training, and Experience:

- No previous experience required - extensive training and on-going support is provided
- Minimum 18 years of age
- Must be able to respond to calls at the call center located in Surrey - **no remote volunteer opportunities are available at this time**
- Criminal Record check that meets the bona fide occupational requirements of the position
- Able to hear well, speak clearly & communicate in English
- Ability to follow direction
- Emotionally ready to assist others in crisis
- Able to deal with stressful situations
- Reliable, non-judgmental and motivated
- Personal values, abilities and characteristics are consistent with those of the agency
- Basic computer skills
- Successful completion of the Fraser Health Crisis Line Training
- [Poem: *What We Are Here For*](#)

Knowledge, Skills and Abilities:

The successful candidate must:

- Adhere to agency and program policies and procedures
- Provide supportive, non-judgmental telephone crisis intervention counseling and community resource information
- Assess the level of suicide and homicide risk as well as urgency of need for mental health intervention
- Document calls and complete service records
- Participate in on-going training requirements and opportunities
- Maintain the dignity and integrity of the program and agency within the community
- Adhere to the volunteer commitment
- Demonstrate a commitment to diversity, equity, and inclusion

CLOSING DATE: None / On-Going Recruitment

If you would like to know more about this opportunity or if you are interested in applying, the first step is to review the information here: <https://www.options.bc.ca/program/fraser-health-crisis-line>.