

Job Announcement

Job Title: Crisis Service Responder
Supervisor: Operations Manager (People), Distress Services

The Crisis Centre of BC

The Crisis Centre of BC is dedicated to providing help and hope to individuals, organizations, and communities.

Our offices are located on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh nations. We have been in operation since 1969.

Spanning the spectrum of crisis support, suicide prevention, and postvention, we offer:

- Immediate access to barrier-free, non-judgemental, confidential support and follow-up through 24/7 phone lines and online services.
- Education and training programs that promote mental wellness and equip schools, organizations and communities to assist people at risk of suicide.

Our programs work to ensure timely access to support, destigmatize suicide and mental health concerns, and increase awareness and skills for mental health. We foster and create compassionate, connected, suicide-safer communities.

About the Role

The Crisis Services Responder will be answering calls and texts on the 988 Suicide & Crisis Helpline utilizing the Crisis Centre Distress Services Program's ethical guidelines and service provisions framework. This position is a key frontline role on our Distress Services Staff team, and works together with a team of Crisis Services Responders to ensure support is available to our community when it is needed.

Applications are open to candidates who can take calls and SMS interactions for **two or three 6 hours shifts** on the 988 Suicide & Crisis Helpline each week. You will be **required to work evenings and/or one weekend shift each week**, as well as **one 8pm-2am shift** each month.

Strong preference will be given to applicants who are available to work on Saturdays.

9-8-8 call or text

National Suicide Crisis Helpline

310-6789

BC Mental Health & Crisis Response

Details

- Hours per Week: 12-18
- Hourly Rate: \$27.23
- Benefits Offered:
 - 6% paid in lieu of vacation pay
 - 5 days paid / 3 days unpaid wellness days as per Employment Standards Act
 - Access to our EAP, FSEAP
 - Access to Crisis Centre workshops
- Working Model: On-site at the Crisis Centre

What You'll Do

- Respond to incoming as well as outgoing crisis contacts with efficiency and proficiency
- Screen for lethality and any other risk in all calls and SMS interactions as well as assess and support risk management and safety planning
- Complete all documentation with speed and accuracy
- Consult and debrief with Distress Services Staff whenever there is a possible need for breaching confidentiality, activating emergency response, or any other complex decision-making is required for service delivery
- Participate in on-going learning, skills monitoring and supervision
- Participate in staff meetings as needed
- Take initiative to help with efficient work flow especially call/chat management in phone room with volunteers and other Crisis Services Responders (with the guidance and supervision of other Distress Services staff)
- Other duties as required

About You

Skills and Abilities

- Solid grasp of knowledge, skills technology, protocols, and attitudes of Crisis Intervention
- Solid ability to conceptualize and apply the crisis work helping model to support range of callers/chatters
- Excellent crisis intervention skills
- Ability to support range of presentations across the mediums of both phone and chat
- Ability to engage in team work in collaboration with staff, peers and volunteers

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Registered Canadian Charitable Organization Number: 10699 3322 RR0001

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- Solid ability to conceptualize suicide risk assessment and safety planning
- Solid call documentation and multi-tasking skills
- Excellent critical thinking skills to deliver appropriate service provision with care, respect
- Demonstrated maturity and reliability
- Ability to work with minimal supervision
- Ability to seek supervision as needed
- Excellent interpersonal skills
- Solid familiarity with iCarol software
- Solid familiarity with CC resources, ERD, Health link BC, BC211, and other resource materials
- Ability to adapt to change

Qualifications

- Successful completion of all Crisis Centre Distress Services training components, monitoring, and 250 hours (or equivalent temp CSR hours), including 8 overnights, required during initial commitment OR demonstrated level of KSTPA competencies required for the role
- Demonstrated initiative to enhance skills, knowledge and attitude for crisis intervention and suicide prevention work
- Senior Team or other leadership experience preferred

Application Process

Position filled as qualified applicants found.

We want to be transparent with what's next.

Please submit your PDF cover letter and resume named "Cover Letter and Resume - (Your Name)" as **a single PDF attachment** to applications@crisiscentre.bc.ca with the job title of Crisis Services Responder in the subject line.

In your cover letter, please be specific about what skills and talents you will bring to the position. *What do you want us to know about you that we can't find in your resume which makes you the best candidate?*

We will review applications and shortlisted candidates will be contacted to arrange an online interview after the closing date.



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The interview process will be held with the Operations Manager (People), Distress Services and one other Distress Services Manager or Specialist staff member.

The successful candidate will have to complete a Vulnerable Sector Criminal Records Check.

We appreciate all those who submit an application.