



POSTING

CRISIS LINE ASSISTANT TRAINER

Permanent Full Time Position (35 hours/week)

Must be available to work varied shifts

This position is open to male and female applicants.

This position requires union membership.

Compensation is in accordance with Appendix A of the BCGEU Collective Agreement
(Unique Position: JJEP Wage Grid TBD / Under Review)

Fraser Health Crisis Line

The Assistant Trainer assists the program Practice Leader to ensure quality call response and help keep program personnel abreast of current practice, knowledge and literature in the field. The position assists with research, development and delivery of training for Crisis Line volunteers and provides mentoring, coaching, monitoring and support to Crisis Line personnel.

QUALIFICATIONS

Education, Training, and Experience

- A minimum 2 years post-secondary certification or equivalent combination of training and experience, particularly in the area of crisis line services, adult education and e-learning platforms.
- Three (3) years recent related experience including a mandatory two years' experience as a crisis line worker responding to crisis line calls and providing support and mentoring to volunteers.
- Police Information & Criminal Record Checks that meets the bona-fide occupational requirements of the position.

Job Skills and Abilities:

- A thorough knowledge of mental health and addiction, family violence and mandated reporting, suicide risk assessment and intervention, community resources and other related areas.
- Knowledge of accreditation requirements pertaining to crisis line services particularly those associated with AAS and COA.
- Demonstrated ability to deliver training to adult learners.
- Excellent oral, written and interpersonal communications skills.
- Proficiency with Microsoft Office applications and other relevant software.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer
committed to hiring a diverse workforce.

Posted: 03/14/2018

OCS Posting #:A21073

- Required to work in a dynamic and often stressful environment which may call for adaptation to emerging trends/demands.
- Ability to work effectively with agency staff and crisis line personnel.
- Ability to identify sensitive issues and maintain confidentiality.
- Knowledge of volunteer management and experience volunteering or working with volunteers.
- Must be sensitive to and respectful of ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.

* An eligibility list will be maintained for up to 6 months.

CLOSING DATE:

FRIDAY MARCH 30 @ 4:30 PM

**SEND RESUME &
COVER LETTER VIA EMAIL TO:**

Bruce Marks, Program Coordinator
Options Community Services Society

9815 - 140 Street
Surrey, BC V3T 4M4

Email: crisisline@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21073] and outlining your qualifications and related experience for the position.