



**Suicide Crisis Helpline**  
**Ligne d'aide en cas de  
crise de suicide**



## **Crisis Line Operations & Scheduling Administrator**

The Vancouver Island Crisis Society is an organization committed to providing accessible voice, text and chat crisis intervention and suicide prevention services, including postvention programs. We endeavour to provide emotional support during times of crisis, information about community resources, education intended to promote community wellness, and reduce the incidence of suicide. We value the principles of confidentiality, non-judgmental acceptance, respect for diversity, personal empowerment, and cooperation.  
"Helping People Find Their Way"

Reporting to the Crisis Line Services Manager, the Crisis Line Operations & Scheduling Administrator plays a central role in maintaining the operational stability of the crisis line. The position is responsible for coordinating the 24/7 staffing schedule, administering payroll processes, and supporting workforce stability across the crisis line.

This role exercises independent judgment in scheduling adjustments, operational coordination, and workforce planning to ensure uninterrupted service coverage and effective coordination between crisis line responders, supervisors, QA staff, and leadership.

### **Primary Responsibilities**

#### **Crisis Line Staffing and Scheduling**

- Maintain the master 24/7 staffing schedule for crisis line operations, including both on-site and remote responders
- Enter and maintain scheduling data within the iCarol scheduling platform
- Exercise delegated authority and independent judgment to make real time staffing adjustments to ensure uninterrupted service coverage
- Communicate regularly with crisis line responders to coordinate and support schedules that support work life balance, operational stability, and staff retention
- Implement scheduling related accommodations in accordance with organizational policy and manager guidance
- Monitor and record leave balances including vacation, sick leave, and banked time
- Identify and communicate staffing risks or coverage gaps to the Crisis Line Services Manager in a timely manner
- Continuously review and refine scheduling practices to support operational continuity and workforce stability

#### **Payroll Administration & Compliance**

- Independently process biweekly payroll in QuickBooks
- Reconcile payroll records and resolve discrepancies in collaboration with the Payroll Administrator



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- Implement payroll corrections and adjustments in accordance with internal financial controls
- Monitor statutory remittances, payroll deductions, and benefit related entries for accuracy
- Prepare Records of Employment (ROEs) as required
- Assist in preparing payroll summaries and financial reports for the Executive Director
- Identify and escalate payroll compliance concerns or financial irregularities in a timely manner in collaboration with the Payroll Administrator
- In collaboration with the Payroll Administrator monitor payroll entries for accuracy, including benefit deductions
- Maintain strict payroll confidentiality and compliance with financial control standards
- Implement employee wage adjustments and payroll changes

#### **Workforce Operations, Training & Retention Support**

- Coordinate onboarding logistics for new hires in collaboration with the Crisis Line Services Manager and HR, including scheduling observation and integration shifts
- Support recruitment logistics and workforce planning activities
- Monitor staffing trends including absenteeism, schedule instability, and coverage risks, and report concerns to the Crisis Line Services Manager and relevant supervisors
- Support workforce data tracking and operational reporting
- Contribute to staff retention efforts through proactive schedule management and staff engagement in collaboration with the Crisis Line Services Manager
- Assist with coordinating training schedules and maintaining training documentation in collaboration with the Crisis Line Services Manager
- Contribute to monthly and annual operational reporting

#### **Crisis Line Operations**

- Serve as a primary point of contact for crisis line responders regarding schedule coordination and payroll related inquiries
- Participate in operational planning discussions
- Provide general administrative support to the office including answering daytime business calls and supporting administrative team functions as required

#### **Key Competencies**

- Workforce planning and scheduling in a 24/7 service environment
- Payroll administration and financial accuracy with strong attention to detail
- Independent decision making in fast paced operational settings
- Staff engagement and awareness of workforce retention practices



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- Cross functional collaboration with supervisors, QA staff, and organizational leadership
- High level confidentiality and sound professional judgment
- Strong written and verbal communication skills
- Working knowledge of QuickBooks, Rise, or similar operational systems
- Experience with scheduling software in a multi shift or 24/7 service environment considered an asset
- Payroll or accounting certification considered an asset

#### **Hours of Work:**

- Full-Time, 35 hours per week. This position is primarily based in the Nanaimo office to support crisis line operations, with some flexibility for remote work depending on operational needs.

#### **Hourly Wages and Benefits:**

- Three-month probationary period
- Current wage range is \$30 - \$32 per hour
- Extended health benefits after six months of employment, 100% employer paid
- Sick leave and vacation entitlements
- Employer contribution to a Group Retirement Savings Plan of 3% of gross monthly earnings for each full-time employee after one year of employment.

**Please email resume and cover letter by April 16<sup>th</sup> 2026, 12:00 noon PST  
to Human Resources at [kessh@vicrisis.ca](mailto:kessh@vicrisis.ca) or apply now at**

**[https://careers.risepeople.com/vancouver-island-crisis-society/en/15564\\_crisis-line-operations-&-scheduling-administrator](https://careers.risepeople.com/vancouver-island-crisis-society/en/15564_crisis-line-operations-&-scheduling-administrator)**

We value lived experience, commitment to crisis support work, and a demonstrated ability to contribute positively to a collaborative team environment. Applicants who may not meet every listed qualification, but who bring relevant experience, transferable skills, or strong alignment with the mission of crisis support services are encouraged to apply.

We welcome any feedback on our hiring process to help us improve and support career growth within VICS.

*Our services are located on the traditional, ancestral, and unseeded territory of  
the Coast Salish, Nuu-chah-nulth, and Kwakiutl Peoples.*