



Crisis Line Responder (Full-Time and Casual)

The Vancouver Island Crisis Society has available positions for **Crisis Line Responders (Full-Time, Part-Time, and Casual)** for the Vancouver Island Crisis Line **on site in Nanaimo or remotely**.

- **Remote Crisis Line Responders** must be situated on Vancouver Island. They will need to have their own desktop or laptop computer, which meet VICS technology requirements, as shown below.
- **On-Site Crisis Line Responders** must work in Nanaimo at the Vancouver Island Crisis Society's Crisis Line Centre.

Successful candidates will be provided with interactive Crisis Line Responder Training.

Primary Responsibilities:

- Answering calls, and responding to chats and texts
- Non-judgmental emotional support and crisis intervention as per the role of the Crisis Line, which includes assessment, problem solving, and exploring resources with Service Users
- Thorough assessment of any invitation to ask about suicide ideation, planning, or attempt in progress
- Implementing active rescues when an intervention is required
- Support via Crisis Chat and Crisis Text, providing the same services as performed on the Crisis Line
- Maintaining familiarity with Vancouver Island communities and their resources, notably Mental Health and Substance Use Crisis Response Services

Required Skills, Knowledge, and Characteristics:

- Ability to work flexible hours on a monthly rotational schedule, that includes weekends and overnights
- Demonstrated ability to work in a team setting
- Excellent English language skills, both written and spoken
- Reliable, non-judgmental, and empathic approach to work
- Computer literacy
- Ability to handle stressful situations and make decisions quickly
- Passes a police record check that includes vulnerable sector screening
- High school diploma and a minimum of 19 years of age
- COVID-19 vaccination, minimum of two shots

Standard Technology Requirements for Working Remotely

- Private space to take interactions while ensuring confidentiality, where only the Crisis Line Responder's device should be connected to the Internet during a shift
- PC Desktop or Laptop (Windows 10 or 11)
MAC Desktop or Laptop (macOS 11 Big Sur or greater)
Chromebook (tablets and smart phones do not meet criteria)
- Browser recommendations: Apple Safari (version 7+), Google Chrome (version 30+), Microsoft Edge, Mozilla Firefox (version 27+), all of which support TLS 1.2
- [Test your Internet connectivity](#) to determine if your setup meets the minimum speed requirement of 50Mbps for downloads and 10Mbps for uploads.

Assets:

- A post-secondary education
- Completion of a crisis intervention course that includes suicide risk assessment
- Prior completion of Crisis Line, Crisis Chat and Crisis Text training
- Completion of the Applied Suicide Intervention Skills Training (ASIST) workshop
- Previous Crisis Line Worker experience

Hours of Work:

- Full-Time Crisis Line Responders shift 32-40 hours per week with an average 35-hour week.
- Casual Crisis Line Responders pick up available shifts to work between 16 and 40 hours per week.
- Typical shifts include (though not all-inclusive):
 - 8:00 am to 4:00 pm
 - 4:00 pm to 12:00 am
 - 12:00 midnight to 8:00 am
- Depending on the monthly schedule, **overnight shifts average one every six days for the full-time position.**

Hourly Wages and Benefits:

- Training wage of \$23 per hour
- Once training is completed, the hourly wage begins at \$24 per hour (wage range is \$24 to \$27).
- Extended health benefits after six months' employment are 100% paid by the employer for the full-time position.
- Sick leave and vacation entitlement
- A monthly contribution to a Group Retirement Savings Plan by the employer, consisting of 3 percent of gross payroll earnings per month for each full-time employee, after a year's employment.

Please email resume and cover letter to:

Elizabeth Newcombe, Executive Director, at elizabeth@vicrisis.ca