



Vancouver Island
Crisis Society

Full-Time Crisis Line Responder

Who We Are

The Vancouver Island Crisis Society (VICS) has been a supporter for communities across Vancouver Island for many years. Contracted by Provincial Health Services Authority, Vancouver Island Crisis Line provides service to the entire island, including the islands of the Georgia Strait, and the mainland communities between Powell River and Rivers Inlet. As a respected non-profit, charitable organization, we are committed to providing comprehensive crisis intervention and support services to those in need. Our dedication extends to individuals of all ages and backgrounds, ensuring that everyone has access to the help they need during times of crisis.

At VICS, we operate under a Philosophy of Care that is built on best practices and a deep understanding of the diverse needs of the communities we serve. This philosophy guides all our decisions and interactions, allowing us to provide consistent, high-quality care across all our services.

Some of our philosophies are:

- Trauma-Informed Practice – Recognizing and responding to the impact of trauma in all aspects of our services.
- Inclusivity and Accessibility – Ensuring that our services are accessible to all, regardless of background or identity.
- Harm Reduction – Providing support that reduces the negative consequences associated with crisis situations.
- Person-Centered Approach – Focusing on the unique needs and strengths of each individual we support.
- Community Integration – Working closely with community resources and partners to provide comprehensive support.

Primary Responsibilities:

- **Answering Calls:** Be the first point of contact for individuals seeking help, providing immediate support through voice, chat and text communication channels
- **Non-Judgmental Emotional Support and Crisis Intervention:** Offer compassionate assistance, helping service users through assessment, problem-solving, and resource exploration working within defined Crisis Intervention Models
- **Thorough Assessment of Suicide Ideation:** Conduct careful evaluations to identify and address any indications of suicide ideation, planning, or attempts in progress.
- **Implementing Active Rescues:** Take decisive action to initiate interventions when necessary to ensure the safety of individuals in crisis.
- **Support via Crisis Chat and Crisis Text:** Extend your support through digital platforms, offering the same high-quality services as provided on the Crisis Line.
- **Maintaining Familiarity with Vancouver Island Communities and Resources:** Stay informed about local resources, particularly Mental Health and Substance Use Crisis Response Services, to provide accurate and relevant information to those in need.

Required Skills, Knowledge, and Characteristics:

- **Flexibility:** Ability to work flexible hours on a monthly rotational schedule, including weekends and overnights.
- **Team Collaboration:** Demonstrated ability to work effectively in a team setting, valuing diverse perspectives and experiences.
- **Communication Skills:** Excellent communication skills in English, both written and spoken. Proficiency in additional languages are an asset and highly encouraged.
- **Empathy and Non-Judgment:** Reliable, non-judgmental, and empathetic approach to work, with a commitment to respecting and valuing individuals from all backgrounds.
- **Technical Proficiency:** Basic computer literacy, with support provided for learning and adapting to new technologies and platforms.
- **Crisis Management:** Ability to handle stressful situations and make decisions promptly, maintaining calm and composure under pressure.
- **Background Check:** Passes a police record check that includes vulnerable sector screening, ensuring the safety and security of our service users.
- **Educational Requirement:** High school diploma or equivalent, and a minimum age of 19 years. Relevant experience or additional education in social services, mental health, or a related field is a plus.

Hours of Work:

- Full-Time Crisis Line Responders shift 32-40 hours per week with an average 35-hour 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.**

Hourly Wages and Benefits:

- Training wage of \$23 per hour; probationary wage of \$24.
- Once probation is completed, the hourly wage begins at \$25 per hour (wage range is \$25 to \$28).
- 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 per cent of gross payroll earnings per month for each full-time employee, after a year's employment.

In our words and actions, we are committed to recognizing and addressing the challenges faced by those experiencing inequalities, while acknowledging our own privileges. We continuously work to identify and eliminate biases and barriers within our hiring and job-seeking processes to create an equitable environment for all candidates.

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