



Vancouver Island
Crisis Society

Crisis Line Responder (Volunteer)

The Vancouver Island Crisis Society has available positions for **Crisis Line Responders (Volunteer)** for the Vancouver Island Crisis Line **on site in Nanaimo**.

- **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:

- 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 volunteer hours as per the signed volunteer agreement 20 hours per month
- Demonstrated ability to work in a team setting and accept feedback
- Demonstrated ability to work independently, critical thinking skills and attention to detail
- Excellent English language skills, both written and spoken
- Reliable, non-judgmental, and empathic approach to work
- Comfortable asking about suicide
- Computer literacy
- Ability to handle stressful situations and make decisions quickly
- Pass 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
- A willingness to engage in ongoing training and development

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 experience

Hours of Work:

After completion of training the commitment is at least 20 hours per month until the overall 200-hour commitment is fulfilled. You are able to sign yourself up for 4 to 8 hour blocks according to your availability. We rely on volunteers to show up once they have signed up for a shift to meet our operational requirements. There is a specific protocol to follow if cancelling a shift with less than 7 days' notice.