



Association canadienne  
pour la santé mentale  
Kootenays  
*La santé mentale pour tous*



**Position:** CRISIS LINE WORKER

**Program:** Crisis Line

**Community:** Cranbrook

**Status:** Part-time 12 hours per week, termed until Nov 2020

**Classification:** BCGEU Grid 10 Step 1: \$18.47 per hour

**Closing Date:** March 24 2019

**Job Summary:** The Crisis Line Worker responds to crisis line calls and maintains various records, files and related filing systems. The Crisis Line Worker will provide feedback as requested to staff and volunteers regarding the iCarol database.

#### Qualifications

- Certificate in a related human / social services field
- One (1) year recent related experience
- Or an equivalent combination of education, training and experience
- Excellent public relations / communications skills, both verbal and written
- Ability to work cooperatively with a variety of staff and other members of the community

#### Responsibilities

- Promotes the program by performing duties such as distributing brochures and posters to the community, when required.
- Ensures that the necessary facilities, equipment and materials are available for sessions.
- Maintains related records and reports in accordance with established program policies and procedures.
- Answers phone and / or in person inquiries and assists with Crisis Line shift coverage when required.
- Responds to routine queries with regard to the organization, Crisis Line services provided.
- Performs general word processing and typing form rough draft or general instruction, including correspondence, reports, forms and documents.
- Operates a variety of office equipment such as inputting caller and volunteer information into computerized systems.
- Monitors, orders and receives Crisis Line program supplies; ensures that the Crisis Line office spaces, training room, kitchen and other areas are maintained in a clean and tidy manner.
- Reports to Program Administrator and/or Program Director as appropriate.
- Regularly participates in supervision and performance review processes.
- Participates positively and productively as a member of the Association staff team.
- Adheres to the philosophy, policies, and procedures of the Association.
- Represents Association positively and professionally in the community.
- Performs other related duties as required

Position requires union membership. Apply today by submitting your resume and cover letter outlining your qualifications to: [reception@cmhakootenays.org](mailto:reception@cmhakootenays.org) Subject: CL Worker

CMHA Kootenays thanks all applicants; however, only those selected for interviews will be contacted