



Canadian Mental  
Health Association  
Kootenays  
*Mental health for all*

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



## Internal & External Job Posting

**Job Title:** Crisis Line Responder- Part-time Night Shift (Remote or in Distress Centre)

**Reports to:** Crisis Line Coordinator

**Wage:** BCGEU General Services Agreement Grid 9 \$24.56/hr

**Hours:** 21 hours per week Tuesday, Wednesday and Thursday 12am-7am

**Closing Date:** open until filled

### Job Summary

The Crisis Line responder is responsible for providing crisis intervention, emotional support, suicide risk assessment, and resources on the Interior Crisis line Network.

### Duties and Responsibilities

- Promotes the program by performing duties such as distributing brochures and posters in the region when required
- Answers phone and provides emotional and compassionate support while maintaining strict confidentiality
- Complete risk assessment, safety planning and de-escalation with help seekers
- Able to work collaboratively and compassionately with callers reaching out for help
- Schedule and complete follow up calls and 3<sup>rd</sup> party outreach calls as needed
- Use the least invasive steps necessary to establish safety
- Attend staff meetings as required
- Performs other duties as required

### Qualifications

- High school diploma/equivalent or higher
- Certificate in a related human/social services field an asset
- One (1) year recent related experience
- Or an equivalent combination of education and experience

### Skill and Abilities

- Excellent computer/typing skills
- Excellent communication skills
- Ability to establish and maintain rapport with callers
- Conflict resolution and crisis intervention skills

### Other

- Must be 19 years of age or older
- If working remote: Have a high-speed internet connection and a quiet/confidential workspace
- Training will be provided to selected applicants

BCGEU membership required.

Applicants apply today by submitting your resume and cover letter outlining your qualifications to:

[reception@cmhakootenays.org](mailto:reception@cmhakootenays.org) Subject: Crisis Line Responder

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