Canadian Mental Health Association Kootenays
Mental health for all

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

Internal Job Posting

Job Title: Crisis Line Worker – Part-time Weekday Shift
Reports to: Crisis Services Manager
Wage: BCGEU General Services Agreement Grid 9 Step 1 $28.04/hr
Hours: 21 hours per week
Schedule: Tuesday, Wednesday and Thursday 12pm – 7pm
Closing Date: Nov 25, 2026

Position requires BCGEU membership

Job Summary: The Crisis Line Worker responds to crisis line calls and maintains various records, files and related filing systems.

Qualifications
- Interior Crisis Line Network Training Certificate
- 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
- 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.
- Promotes the program by performing duties such as distributing brochures and posters to the community, when required.
- Ensure that the necessary facilities, equipment and materials are available for sessions.
- Maintains related records and reports in accordance with established program policies and procedures.
- 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.
- Performs other related duties as required

Applicants apply today by submitting your resume and cover letter outlining your qualifications to:
nhake@cmhakootenays.org Subject: Crisis Line

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