



**Canadian Mental
Health Association**
Vernon & District
Mental health for all

Job Title:	Crisis Line Responder
Facility:	Canadian Mental Health Association – <i>remote or on site</i>
Reports To:	Crisis Line Coordinator / Program Manager
Bargaining Unit:	BCGEU
Grid/Wage:	Grid 21 / \$27.11-28.74
Status:	Full-Time, Part-Time, Casual

JOB SUMMARY

The Crisis Line Responder is responsible for providing crisis intervention, emotional support, suicide risk assessment, and resources on the Talk Suicide (988) national suicide prevention service.

DUTIES AND RESPONSIBILITIES

- Provides emotional support and crisis intervention via phone and text. These include:
 - Complete risk assessment, safety planning and de-escalation with help seekers
 - Able to work collaboratively and compassionately with those reaching out for help
 - Schedule and complete follow up calls and 3rd party outreach calls as needed
 - Use the least invasive steps necessary to establish safety
 - This may involve contacting emergency services with or without consent when no other avenue to ensure safety is possible
 - Maintain accurate and detailed reports
 - Complete legally required reporting
 - Familiar with local and national resources and providing to help seekers as needed
- Maintain strict confidentiality and uphold ethical and legal standards of Talk Suicide Canada
- Attend responder/staff meetings/additional training sessions as required
- Participate in regular quality assurance assessment of skills
- Participate in mentoring new responders as needed
- Performs other related duties as assigned

QUALIFICATIONS

Education, Training, and Experience

- High school diploma/equivalent or higher
- Certificate in Community Social Service an asset
- Recent, related experience of one year OR an equivalent combination of education, training, and experience or other qualifications determined to be reasonable and relevant to the level of work

Skills and Abilities

- Excellent computer/typing skills
- Be empathetic, flexible, and adaptable to varying situations
- Excellent communication skills spoken and written with the ability to engage any individual regardless of background
- Ability to organize and prioritize
- Ability to establish and maintain rapport with individuals



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- Excellent interpersonal skills and can positively interact with others
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills
- Must be able to protect the confidentiality of help seekers while on shift and will not use or disclose any information about any help seeker in compliance with Talk Suicide Canada and 988
- Crisis Line Trainer experience an asset
- Multilingual an asset

Other

- Must be 19 years of age or older
- Have a high-speed internet connection and a quiet/confidential workspace
- Part time and casual employees must provide their own computer.

CMHA Vernon is committed to building an inclusive workplace and community and seeks candidates who share our commitment to equity, diversity, and inclusion.

Please send your resume to careers@cmhavernon.ca

