

KUU-US Crisis Line Society

Job Description

Protocol/Crisis Line/Communication

Reports to the Crisis Team Lead

This position's main priority is to establish and maintain protocols with First Nations and BC Hospitals. This position will also be required to provide support to the Crisis Department as needed.

Protocol/Communication/Administrative Duties:

- Create, maintain and update all protocols and processes
- Support logistics of setting up all meetings, developing relationships, attending events with First Nation along with the Crisis Team Lead in communities as well as organizations and hospitals across BC when applicable.
- Maintain and update all lists pertaining to Crisis Response Protocols and Referral Pathways
- Maintain and update protocols as directed.
- Ensure community resource manuals are up to date and current.
- Support logistics of setting up meetings with First Nations communities as directed.
- Maintain accurate records of protocol process (who needs one, where it is in the process).
- Compile monthly stats
- Assist with crisis calls when on shift
- Some travel may be required.
- Create and monitor posts, blogs, and website and Facebook as directed.
- Support development and organization of promotional materials as directed.
- Organize fundraisers and awareness campaigns as directed.
- Ensure administrative functions (logs, reports, safety monitoring, etc.) are completed.

Minimum requirements/Qualifications

- Ability to convey respect and care to people in crisis
- Willingness to receive and apply constructive feedback
- Comfortable and competent using computers
- Ability to demonstrate critical thinking skills
- Ability to work independently within a team
- Proficiency in verbal and written English
- Ability to multi-task
- Willingness to engage in ongoing training for the Crisis Department
- Willingness to align to KUU-US Crisis Line's policies and protocols
- Life experience or education that enhances the knowledge or serves the needs of the community, preferred

Hours of work: 20 to 35 hours per week

Pay Schedule: 17.56 to 19.56/hr

Benefit Package Available