



Job Title: Crisis Intervention and Prevention Team Lead (new position)  
Facility: Canadian Mental Health Association  
Reports To: Manager of Crisis Intervention and Prevention  
Bargaining Unit: BCGEU  
Wage: Grid 38 \$33.00 - \$34.54  
Status: Full-Time (36 hours/week)

Internal Posting Start Date: March 15, 2024

Internal Posting End Date: March 22, 2024

## ORGANIZATION OVERVIEW

The Canadian Mental Health Association (CMHA) Vernon & District Branch is a non-profit organization focused on promoting mental wellness in the community of Vernon and surrounding areas in the North Okanagan and is part of a provincial and national federation. We believe in empowering individuals, groups, and communities in self-determination to enhance their mental health. CMHA facilitates access to the resources people require to improve mental health and community integration, build resilience, and support recovery from mental illness through building capacity, influencing public policy, providing services and support, and developing resources. We are committed to providing an environment free from prejudice, discrimination, and harassment. We strive to reflect the entire community in our volunteers and staff and promote equal access to our services.

## JOB SUMMARY

The Crisis Intervention and Prevention Team Lead supports the seamless coordination and quality assurance for the Crisis Line and 988 program staff and volunteers. Ensures the upkeep of all program documentation and daily operations alongside department staff. Working with the department manager by communicating and supporting program staff and volunteers in adherence with the philosophy and policies of the Canadian Mental Health Association Vernon and District is integral to the position.

## DUTIES AND RESPONSIBILITIES

### Programs

- Develops, implement, and evaluates goals, objectives, and policies for various Crisis Intervention and Prevention programs.
- Attends related local, regional, and provincial and national meetings when required.
- Evaluates identified program-related statistics
- Supports in the organization of events alongside the department operations staff

### Supervision and Quality Assurance

- Foster a positive working environment and encourage teamwork and adherence to protocol among department staff. Facilitate regular meetings with the operations team to discuss best practices and strategies.
- Provide staff with debriefing opportunities and act as a first line for decision-



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making/consultation as needed within the crisis line operations team, including the Department Manager and partner staff when appropriate.

- Supports programs to ensure shift coverage including calling staff to ensure appropriate staffing levels.
- Supervise staff by performing duties such as assigning work, determining training requirements, orienting new staff etc., under the direction of the Department Manager
- Assists in guiding the needs of program responders by providing support, feedback, information, training, and follow-up alongside other operations staff.
- Permits the absence of staff alongside other department leadership.
- Oversees quality assurance using methods such as evaluating service delivery and communicating/coaching responders and staff when necessary.
- Works alongside the program coordinators to ensure quality assurance benchmarks are being met and delivers support to operations staff.
- Prioritizes the wellness of responders, offering advanced debriefing and referrals to additional support when needed.

### **Program Training & Activities**

- Participate in recruitment and selection of staff by performing duties such as screening applicants, participating on interview panels, providing input into the development of interview questions, and making hiring recommendations under the direction of the Department Manager
- Develops, evaluates and facilitates 988 responder training and onboarding.
- Facilitates onboarding of operations team members alongside other department leadership.
- Facilitates regular team meetings with the operations team and responder team alongside department leadership.

### **Promotional**

- Liaison with health authority and local community partners under the direction of Department Manager.
- In conjunction with 988 staff, work with lead personnel in the Health Authorities in the areas of Primary Health Care and Mental Health to ensure the smooth delivery of programs.
- Develop partnerships and maintain relationships with community agencies/centres that could be involved in the dissemination/delivery of resources and services.

### **Other**

- Attend meetings related to programs as required
- Demonstrated commitment to fostering an equitable, diverse, and inclusive team environment
- Attend training sessions that promote equity, diversity, and inclusion
- On-call 24-hours on rotating basis with other personnel
- Fulfills other related duties as required within the benchmark of the position
- Demonstrated commitment to fostering an equitable, diverse, and inclusive team environment



- Attend training sessions that promote equity, diversity, and inclusion
- Some evenings and weekends required

## **QUALIFICATIONS:**

### **Education, Training & Experience**

- Successful completion of relevant education and 3-4 years of experience in the help line field or an equivalent combination of education, training, and/or experience
- A minimum of 488 Crisis Line Responder Hours (including volunteer, practicum or summer student)
- Thorough understanding of program technology platforms (iCarol and Genesis Cloud)
- Must communicate effectively, network and maintain positive working relationships with others such as volunteers, responders, co-workers, leadership, and community agencies.
- Experience in a leadership role and or as a trainer/facilitator/public speaker required.
- Knowledge of good mental health practices and the ability to role model, teach, advocate, and implement them internally and within the larger community.
- Computer literacy – working knowledge of Microsoft Office
- Valid driver's license, reliable vehicle
- Ability to work flexible hours/days

### **Skills & Abilities**

- Demonstrated ability to foster an equitable and inclusive environment
- Excellent written and verbal communication skills
- Proven leadership skills and organizational skills
- Self-directed with ability to plan and set goals
- Ability to navigate and resolve conflict
- Ability to work in cooperation with others
- Ability to organize and prioritize
- Ability to supervise
- Ability to analyze and resolve problems
- Ability to speak publicly
- Physical and mental ability to carry out the duties of the position
- Demonstrated ability to foster an equitable and inclusive environment

***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](mailto:careers@cmhavernon.ca)