

Looking for ways to give back to the community from a secured remote work site!

We are hiring for Crisis Line Workers - Canadian Suicide Prevention Service

Application is open till January 7, 2021

Who we are:

Distress Centre Calgary provides Calgary and area with 24-hour crisis support. We do this through our 24/7 crisis and 211 information and referral phone lines, daily online services, and professional counselling. All our services are free, and because we do not define crisis, anyone can contact us day or night about anything.

Distress Centre Calgary is one of a network of crisis lines across the country that answers the Canadian Suicide Prevention Service.

We support all social issues – homelessness, poverty, depression, mental illness, bullying, addiction, PTSD, domestic violence, abuse, etc.

We believe in providing a compassionate and supportive environment for our staff and volunteers.

We encourage applicants from diverse backgrounds to apply to apply as Distress Centre is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, sex, race, disability, sexual orientation, sexual identity or expression, or religion.

What would you be doing:

- + Answer Canadian Suicide Prevention Service Line Calls:
 - o Follow the Roberts' Model of Crisis Intervention.
 - o Conduct suicide risk assessments according to Distress Centre procedures
 - o Through Instant Messenger, alert the Contact Centre Coordinator of any high risk calls and follow directions as needed.
- + Statistical Collection:
 - o Complete contact documentation for each contact responded to.

The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.

What would you be committing to:

- + 3 Month Agreement (with possible extension) as a Crisis Line Workers
- + Available to complete a minimum of 12 hours of remote work per week.
- + Available to complete approximately 60 hours of paid training (combination of online, self-directed learning and role plays through Zoom) within a 2weeks period.
- + CSPA Crisis Line Workers support callers on the CSPA line on shifts between 4 and 8 hours in length

What does a remote work site require:

- + A workspace that ensures the security and confidentiality of client information (e.g. a home office with a door). This workspace should also be well illuminated, with a clear path to an exit in case of fire, well-ventilated and heated and contain an ergonomically designed desk/table and chair. A virtual inspection of your workspaces may be requested as needed.
- + Access to a computer or laptop (not a tablet) with an up-to-date operating system and virus protection. Must be able to download external applications to this computer.
- + Access to a high-speed and stable internet connection.

Benefit of joining Distress Centre:

- + Opportunity to be a part of a team committed to social impact
- + Access to Employee and Family Assistance Program –EFAP
- + Flexibility in shifts and scheduling (weekday, evenings and weekend shift work)
- + **Hourly rate of pay is \$17.50**

Referred Qualifications and Skills:

- + Minimum completion of first semester in a post-secondary social work program or past crisis line experience.
- + Strong critical thinking and risk assessment skills
- + Ability to work independently, but consult with the Contact Centre Coordinator / 211 Community Resources Specialist by phone or Instant Messaging on shift as necessary
- + Boundary setting, termination and documentation skills
- + Basic technical knowledge of your computer especially related to the adjustment of audio settings and the use of a headset.

How to get started

- + Application and Training
 - o To apply for this position, complete the application form through this link. [Link to Application Form](#)
 - o Selected applicants will be notified of a virtual interview date and time
 - o Selected applicants would be advised of training detail and provided access to our online training centre.
 - o Training consists of 13 online modules, Zoom roles plays, and 3 coaching shifts taking CSPA calls with the support of an experienced crisis line worker.
 - o While all successful applicants will be paid for their training hours, only those who successfully complete training within the 2weeks timeline, will be offered a three month agreement.

Required Checks

- Police Check Report
- Child Intervention Check Report

Please send additional questions to mikek@distresscentre.com