

Internal Posting - Employment Opportunity
3 Months Contract - Crisis Line Worker/ Canadian Suicide Prevention
Service Line Worker
Hourly pay rate is \$17.85
Closing Date: Until Filled

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.

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, gender, race, disability, gender orientation, sexual identity or expression, or religion.

Qualifications:

- Minimum high school diploma and practical experience as a Distress Centre volunteer.
- Minimum 24 shifts completed as a crisis line volunteer is preferred

Certifications:

- Gender-Based Analysis+ Certification

Expected Commitment

- Available to complete a minimum of 12 hours of remote work per week. Shifts are 4 and 8 hours in length
- This position entails shift work including weekday, weekends and statutory holidays.

Preferred Skill

- 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.

Work Requirement

- 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.



- Have 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.

About the position:

- + Answer Crisis Line Calls:
 - Follow the Roberts' Model of Crisis Intervention.
 - Through IM, alert the Contact Centre Coordinator of any high risk calls
- + Answer Partnership line after hours:
 - Answer Community Resource Team (CRT) calls and take messages if appropriate/required.
 - Bring any concerns in answering Partnership calls to the attention of the Contact Centre Coordinator.
- + Answer Canadian Suicide Prevention Service Line Calls:
 - Follow the Roberts' Model of Crisis Intervention.
 - Conduct suicide risk assessments according to Distress Centre procedures
 - Through IM, alert the Contact Centre Coordinator of any high risk calls and follow directions as needed.
- + Statistical Collection:
 - Complete contact documentation for each contact responded to.
- + Other:
 - Crisis Line Workers /CSPSW offer callers/chatter support and Community Resource information. Support on the lines includes assessing risk, exploring callers' concerns, clarifying feelings, and helping the caller to create a plan of action

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

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 and/or weekend shift work)
- + Hourly rate of pay is \$17.85
- + Paid 4% Sick time of total earned hours

Lines of Communication/Accountability

- + Will receive support and direction from the Contact Centre Coordinator/211 Community Resource Specialist on shift.
- + Reports to the Crisis Program COVID Response Team Lead

Working during the pandemic:

- + We adhere to the Public Health Measures.
- + We have a comprehensive On-site and Remote work-site strategy.
- + We have different platforms aimed at supporting our team.

To apply, please send a resume and cover letter: Email: hr@distresscentre.com