

Employment Opportunity
**Full-Time Contact Centre Coordinator/Community
Resource Specialist**

Closing Date: March 14, 2019

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 and email. We also provide daily chat and text support (for youth) and professional counselling. All of 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 provide a compassionate and supportive environment for our staff and volunteers so they can provide 24-hour support to Calgary's most vulnerable population.

About the position:

- Distress Centre's contact centre houses several 24 hours crisis and referral lines.
- Contact Centre Coordinators/Community Resource Specialists provide support, feedback, debriefing and consultation to volunteers who answer the 24-hour crisis lines.
- Contact Centre Coordinators/Community Resource Specialists work in collaboration and consultation with agency partners and other professionals.
- Contact Centre Coordinators/Community Resource Specialists Specialist answer calls coming in on the 211 line, the Family Violence Information Line, the Bullying Helpline, and 403 SENIORS line.
- All staff is will rotate through the following shifts: 7:00am-3:00pm, 8:00am-4:00pm, 9:00am-5:00pm, 12:00pm-8:00pm, 3:00pm-11:00pm, 4:00pm-12:00am and 12:00am-8:00am.
- Contact Centre Coordinators/Community Resource Specialists will be required to act as a mentor to a group of assigned Crisis Line Volunteers with the agency; supporting the Crisis Line Volunteers on the line.
- On-call duties are required including Christmas and Statutory holidays.
- Possibility of other opportunities related to volunteer training, committee work, and community outreach

Qualifications:

- Minimum requirements are a Diploma in Social Work or a Degree in a Human services related field, plus 1-3 years human services relevant work experience.
- Above average telephone communication skills.
- Knowledge and/or experience in crisis intervention, addictions, domestic violence, suicide risk assessment and intervention, mental health, and/or youth issues is an asset.
- Advanced computer skills, including being adept at using internet search engines.
- Knowledge of community resources.
- Ability to work shift work including overnights.

- Aboriginal Social Workers or those with Human Service equivalent are encouraged to apply.

Benefits of joining Distress Centre:

- Opportunity to be part of a team committed to social impact.
- A diverse workplace and great working environment.
- Benefits, matched RRSP plan & competitive salary.
- Generous vacation package.
- Ongoing training and skills development.
- Extensive training is provided

Requirement:

- You will be required to undergo an In-house facilitated 3weeks training (Tuesdays & Thursday 6am-9pm) and Saturday (9am-4pm)
- **To apply, please send a resume and cover letter including salary expectations to:**

Suite 300, 1010 8th Avenue SW Calgary AB T2P1J2
Fax: 403.262.2512 Email: hr@distresscentre.com

No Phone Calls Please