

Employment Opportunity

Contact Centre Coordinator/Community Resource Specialist Relief Positions – Shift Work 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.

Job Objective

- + The Contact Centre Coordinator (CCC) position provides support, assistance and information to crisis line and chat volunteers and professional Contact Centre staff to enable them to offer the best possible service to our clients.
- + The Community Resource Specialist is the front line of providing information and referral to the public. The Specialist will answer 211 calls, respond to caller's requests, and provide follow-up and advocacy when appropriate.

Scope of Responsibilities

CCC:

- + Responsible for ensuring all crisis clients are supported within the guidelines of Distress Centre Calgary's policies and procedures.
- + Responsible for ensuring positive relationships with all agency and organization partnerships are maintained.
- + Responsible for notifying the Contact Centre Team Leads (Staff) of all up-dates and concerns as they apply to volunteers, contact centre staff, contact centre procedures, and partnering agencies.

Community Resource Specialist:

- + The responsibility of the Specialist provides information and referral support to 211 service inquirers, which can include:
 - requests for information
 - referrals made to community organizations
 - providing advocacy and follow-up as needed

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

Qualifications and Requirements

- + Minimum Social Work diploma and 1-2 years relevant work experience in Human Services.
- + Available to pick a minimum of 5 shifts and 1 On-call shifts monthly- flexibility in shifts schedules
- + Available to pick 1 over-night shift monthly
- + Available to pick weekend & stat holiday shift
- + 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.

Lines of Communication/Accountability

- + Reports to the 211 Team Leader

Benefits of joining Distress Centre:

- + Opportunity to be part of a team committed to social impact.
- + A diverse workplace and great working environment.
- + Ongoing training and skills development.
- + Extensive training is provided.

Special Working Conditions

- + The Contact Centre Coordinator/Information and Referral Specialist position involves shift work. The program is a 24/7 operation, and schedules will include weekends and overnights.

To apply, please send a resume and cover letter:
Suite 300, 1010 8th Avenue SW Calgary AB T2P1J2
Fax: 403.262.2512 Email: hr@distresscentre.com

No Phone Calls Please, Applicants will be contacted.