

***Employment Opportunity***  
**Relief Position - Contact Centre Coordinator/Community  
Resource Specialist**  
**Hourly pay rate is \$24.55**  
**Closing Date- September 6, 2019**

Distress Centre Calgary provides 24-hour crisis support to Calgary and surrounding areas through our 24/7 crisis and 211 Community Resources lines. We also provide daily email, chat and text support and professional counselling. All of our services are free. Because we do not define crisis, anyone can contact us, day or night. We support people experiencing crisis due to homelessness, poverty, mental illness, bullying, addictions, 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.

**Qualifications:**

- Diploma or Degree in a Human Services related field is required
- Gender-Based Analysis+ Certification is required
- Knowledge and/or work experience in case management, crisis intervention, addictions, domestic violence, suicide risk assessment and intervention, mental health, and/or youth issues.
- Experience with vulnerable populations and knowledge of community resources
- Strong interpersonal and customer skills
- Technical skills including contact centre operations, database, and record keeping/documentation experience
- Taxonomy knowledge an asset
- Exceptional decision making skills including adaptability and assessment
- Strong self-management and time management skills
- Brain Story Certifications will be an asset

**About the position:**

- The CCC is responsible for providing support to phone/online crisis volunteers and staff; providing real-time feedback, debriefing, and consultation.
- The CRS role involves providing front line information, referral, and support to service users through the 211 related phone/online services.
- CCC and CRS work in collaboration and consultation with agency partners and other professionals.
- CCC and CRS ensure crisis and 211 service users are supported within the guidelines of Distress Centre Calgary's policies and procedures.
- CCC and CRS are responsible for notifying Contact Centre Team Leads of up-dates and concerns as they apply to contact centre volunteers, staff, procedures, and partnering agencies.

## **Duties/Responsibilities**

### **CCC Role:**

Consultation with Volunteers, Contact Centre Assistants (CCA), and Midnight Crisis Line Workers (MCLW):

- Assist volunteers, MCLWs, and CCAs in responding to difficult/higher risk contacts by silent monitoring, real-time coaching/consultation, and debriefing after contacts.
  - Facilitate and coordinate access to mobile service teams and partnerships when necessary.
  - Support with technical tasks and troubleshooting.
  - Provide real-time, verbal feedback on contacts.
  - Assist and support CCAs attending to specific partner phone lines and tasks.
- + Safety Follow-ups:
- Coordinate provision of safety follow-up calls for high-risk/complicated contacts.
- Crisis Quality Assurance:
- Verify volunteer documentation/records of contacts.
  - Provide volunteer/staff mentor and supervisors with brief reports on performance.

### **CRS Role:**

- + Information and Referral service delivery:
- Assess the needs of inquirers to the 211 lines.
  - Provide appropriate information and referrals in response to those needs, utilizing our resource database
  - Where appropriate, provide advocacy on behalf of the inquirer with regard to accessing services
  - Offer follow-up service to inquirers on effectiveness of referrals provided.
  - Support resource database accuracy by reporting errors or listing requests to the Community Resource Database Team.

### **CCC/CRS Other:**

Meetings:

- Attend staff meetings and development opportunities, as required.
- Update other staff about crisis and 211 procedures and services provided, when requested.

Miscellaneous:

- When needed, provide support to either crisis or 211 sections of the contact centre.
- Assist Counselling Program by escorting clients to reception during evening hours.
- Ensure the Contact Centre is kept clean and in working order.
- Engage in volunteer training, committee work, and/or community outreach and desired.

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



## **Benefits of joining Distress Centre**

- Opportunity to be a part of a team committed to social impact
- Access to Employee and Family Assistance Program –EFAP

## **Lines of Communication/Accountability**

- Reporting to the 211 Team Lead

## **Special Working Conditions**

- Available to complete a minimum of 5 shifts and 1 On-call shift monthly- flexibility in shift schedules
- The CCC/CRS position involves shift work. The program is a 24/7 operation, and schedules include daytime, evening, and overnights.
- Evening and weekend on-call coverage for CCC/CRS shifts is required (including Christmas/statutory holidays) as per staff rotation schedule and as needed to meet agency needs

## **External Applicants Requirement:**

- + External applicants are expected to complete a 3 weeks in-house facilitated training. (Tuesdays & Thursdays 6am-9pm), (Saturday 9am-4pm) as well as a set number of coaching shifts consisting of on-the-job learning and skill development

To apply, please send a resume and cover letter:  
Suite 300, 1010 8<sup>th</sup> Avenue SW Calgary AB T2P1J2  
Fax: 403.262.2512 Email: [hr@distresscentre.com](mailto:hr@distresscentre.com)

Only those selected for interview will be contacted.

***No Phone Calls Please***