

***Employment Opportunity***  
**Relief Position - Midnight Crisis Line Workers**  
**Hourly pay rate is \$18.35/hour**  
**Closing Date- September 17, 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:**

- Enrollment in a certificate or diploma in human services-related program. Practical experience on a crisis line is an asset.
- Available to complete a minimum of 5 shifts and 1 On-call shift monthly- flexibility in shift schedules
- Strong critical thinking and risk assessment skills
- Ability to work independently, but consult with the Contact Centre Consultant / 211 Community Resources Specialist on shift as necessary
- Boundary setting, termination and documentation skills
- Gender-Based Analysis+ Certification is required
- Brain Story Certificate of Achievement will be an asset

**About the position:**

- Answer Crisis Line Calls:
  - + Follow the Roberts' Model of Crisis Intervention.
  - + Alert the Contact Centre Coordinator/211 Community Resource Specialist of any high risk calls.
  - + Alternate juggling calls during busy periods with other midnight crisis line workers and/or volunteers.
- Answer Partnership line after hours:
  - + Callers to call back during business hours if they are looking for CCASA staff or other admin concerns, such as appointment time/cancellation.
  - + 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 / 211 Community Resource Specialist.
- Statistical Collection:
  - + Collection of data and input of statistical information, as requested.
- Volunteer Program:
  - + Attend Midnight Crisis Line Worker Meetings as necessary.
  - + Attend Volunteer Development Training sessions when possible and when approved by supervisor.

- Others
  - + Midnight Crisis Line Workers 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.
  - + Midnight Crisis Line Workers support callers or chatters on all of Distress Centre's crisis lines; 4 or 8 hour shifts between the hours of 9:00pm and 8:00am.
  - + Light housekeeping duties and maintenance of the contact centre is required
  - + Midnight Crisis Line Workers will support new volunteers during coaching shifts (shadowing) when that shift falls within their regularly scheduled shift for the night

**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)

**Lines of Communication/Accountability**

- + Will receive direction and instruction from the Contact Centre Coordinator/211 Community Resource Specialist on shift.
- + Reports to the Senior Contact Centre Coordinator/ 211 Community Resource Specialist.

**Special Working Conditions**

- + The Midnight Crisis Line Worker is scheduled on a casual basis.

**Salary and Benefits**

- + Hourly rate of pay is \$18.35.
- + Access to Employee and Family Assistance Program –EAP

**Requirement:**

- + External applicants are expected to complete a 3weeks in-house facilitated training. (Tuesdays & Thursdays 6am-9pm), (Saturday 9am-4pm) inclusive of coaching shifts and 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***