

Employment Opportunity
**Relief Position – Contact Centre Coordinator/ 211 Community
Resource Specialist**
Hourly pay rate is \$25.16
Closing: September 10, 2020

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.

Applicants from diverse backgrounds are encouraged to apply as Distress Centre is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, sex, race, disability, sexual orientation, sexual identity or expression, or religion.

Qualifications:

- + Diploma or Degree in a Human Services related field is required
- + Naloxone Training Certification
- + Gender-Based Analysis+ Certification
- + Brain Story Certificate of Achievement
- + 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

Scope of Responsibilities

- + The Contact Centre Coordinator (CCC) is responsible for providing support to phone/online crisis volunteers and staff; providing real-time feedback, debriefing, and consultation.
- + The 211 Community Resource Specialist (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

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.

Benefit of joining Distress Centre:

- + Opportunity to be part of a team committed to social impact.
- + A diverse workplace and great working environment, including the opportunity to participate in wellness activities.
- + Job – related training and skills development.
- + Access to Employee and Family Assistance Program –EFAP

Lines of Communication/Accountability

- + Reports to the 211 Team Lead

Special Working Conditions

- + External applicants complete our in-house facilitated 3 week training program, as well as a set number of coaching shifts consisting of on-the-job learning and skill development
- + The CCC/CRS position involves shift work. The program is a 24/7 operation, and schedules include daytime, evening, and overnights.
- + A minimum of 5 shifts per month is required, which includes monthly overnights and weekends.

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

Successful applicants would be required to have a valid Police and Vulnerable check report, Child Intervention Check report and CPR/First Aids certification.

Only those selected for interview will be contacted.

No Phone Calls Please