

Employment Opportunity
Relief Position - Midnight Crisis Line Workers
Hourly pay rate is \$18.80/hour

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.

We encourage applicants from diverse backgrounds to apply 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:

- + Minimum high school diploma and completion of coursework in a post-secondary human services diploma or certificate program. Practical experience on a crisis line is an asset.
- + Minimum 24 shifts completed as a crisis line volunteer is preferred.
- + Available to complete a minimum of 5 shifts (of any kind) and 1 On-Call shift monthly-flexibility in shift schedules.
- + Strong critical thinking and risk assessment skills.
- + Ability to work independently, but able to consult with the Contact Centre Coordinator / 211 Community Resources Specialist on shift as necessary.
- + Boundary setting, termination, and documentation skills.
- + Gender-Based Analysis+ Certification
- + Brain Story Certificate of Achievement is an asset.
- + This position entails shift work including weekends and statutory holidays.
- + Must complete crisis line volunteer commitment while employed as a MCLW. *This only applies to the first volunteer commitment.
- + Volunteer shifts always take precedence over paid shifts and, if you are ever behind in your volunteer commitment, you will be expected to become current and up to date with your commitment prior to taking any further paid shifts.

About the position:

- + Answer Crisis Line Calls:
 - o Follow the Roberts' Model of Crisis Intervention.
 - o Alert the Contact Centre Coordinator of any high risk calls.

- + Answer Partnership line after hours:
 - o Answer Community Resource Team (CRT) calls and take messages if appropriate/required.
 - o Bring any concerns in answering partnership calls to the attention of the Contact Centre Coordinator.

- + Statistical Collection:
 - o Collection of data and input of statistical information, as requested.

- + Volunteer Program:
 - o Attend Volunteer Development Training sessions when possible and when approved by supervisor.
 - o Must be trained for and will be scheduled for observation/coaching shifts for new volunteers/MCLWs as required. These training sessions will be held during the MCLW's scheduled shifts.

- + Other:
 - o Ensure the contact centre is kept clean at all times by attending to the chore list on the MCLW Communication Sheet and responding to housekeeping requests from Contact Centre Coordinator.
 - o Light housekeeping duties and maintenance of the contact centre is required.
 - o 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.
 - o Midnight Crisis Line Workers are responsible for ensuring that all calls/chats/texts are answered within the guidelines of Distress Centre's Policy & Procedures Manual.
 - o Midnight Crisis Line Workers are responsible for answering Canada Suicide Prevention (CSPS) calls.
 - o Midnight Crisis Line Workers support callers or chatters on all of Distress Centre's crisis lines; 4 hour, 5 hour, or 8 hour shifts between the hours of 10pm and 6:30am.
 - o Attend Midnight Crisis Line Worker Meetings as necessary.
 - o Flexibility in weekday and/or weekend shift work.

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



- + A diverse workplace and great working environment, including the opportunity to participate in wellness activities.

Lines of Communication/Accountability

- + Will receive direction and instruction from the Contact Centre Coordinator during your shift.
- + Reports to the Quality Assurance Team Lead

Special Working Conditions

- +The Midnight Crisis Line Worker is scheduled on a casual basis (generally, no more than five shifts per week). The schedule is negotiable and flexible.

To apply, please send a resume and cover letter to Email: hr@distresscentre.com
Fax: 403.262.2512

You will be required to have a valid Police Check Report, Gender-Based Analysis+ Certification and Child Welfare Intervention Check Report when applying for the role

We appreciate your interest in the agency and taking the time to apply for the role. Please note that only selected applicant would be contacted.

No Phone Calls Please