

Employment Opportunity

**Contract Position – Full time Quality Assurance Team Lead
35hours/Weekly**

Contract ends December 2021 with possibility of extension

Closing: April 24, 2021

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, gender, race, disability, gender 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

Skills/Abilities

- + 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
- + Experience with supervision of volunteers and /or staff is an asset
- + Technical skills including contact centre operations, database, and record keeping/documentation experience
- + Taxonomy knowledge an asset
- + Excellent organizational and time management skills
- + Ability to work effectively independently and in a team environment

Job Objective

- + Ensure the contact centre is meeting the operational requirements of the agency and needs of the community through quality assurance
- + Recognize and monitor staff performance and keep Crisis and 211 Team Leads informed through regular updates and reporting.



- + In conjunction with the 211, Crisis, Volunteer, and Quality Assurance Team Leads, oversee and ensure the smooth operation of the Contact Centre
- + Coordinate and assist with reporting and quality assurance requirements for the crisis, 211, and volunteer programs in consultation with Crisis and 211 Program Managers, Senior Organizational Performance Analyst, etc.
- + Identify performance management and training needs in the Contact Centre for CCC/211 staff and Crisis Line Responders, and be present for consultation as required.
- + Ensure applicable stakeholders are informed regarding any quality assurance changes or concerns within the Contact Centre team.

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.
- + Ongoing training and skills development, including a staff development fund.
- + Benefits, matched RRSP plan & competitive salary.
- + Generous vacation package.

Lines of Communication/Accountability

- + Reports to the 211 Program Manager
- + Works closely with the Contact Centre Team Leads, Crisis Program Manager, as well as Senior Organizational Performance Analyst

Special Working Conditions/Shift Requirement (Open to working on-site and access to remote work station)

- + General work hours are 9am to 5pm, Monday to Friday however some flexibility is required for program related meetings/committees.
- + The Quality Assurance Team Lead will be required to work one scheduled shift per week as a CCC/211CSR in the Contact Centre.
- + On-call coverage: evening and weekend on-call coverage for CCC/211CRS on-call list (as per staff rotation schedule)
- + Access to a remote work site that ensure security and confidentiality of client information

Working during the pandemic:

- + We adhere to the Public Health Measures.
- + We have a comprehensive On-site and Remote work-site strategy.
- + We have different platforms aimed at supporting our team.

Please submit a resume to hr@distresscentre.com.

Please quote 'Last Name, First Name and F/T Quality Assurance Team Lead on the subject line.

We thank all applicants for their interest, only those selected for an interview will be contacted.

No Phone Calls Please