

Employment Opportunity
**Full time Position – Contact Centre Coordinator/ 211 Community
Resource Specialist**
40hours/Weekly
Closing: September 6, 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
- + Strong interpersonal and customer skills
- + Technical skills including contact centre operations, database, and record keeping/documentation experience
- + Taxonomy knowledge is 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 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.

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 Crisis Team Lead

Special Working Conditions/Shift Requirement

- + A minimum of 19 shifts monthly. The program is a 24/7 operation, and schedules include weekdays consisting of daytime, evening, overnights, weekend shifts (Including statutory holidays) and on-call coverage as required by the program which would be coordinated by the Scheduling Coordinator.

Remote Work-Site Requirement (This role would rotate On-site and Remotely)

- + Access to a computer or laptop (not a tablet) with an up-to-date operating system and virus protection. Must be able to download external applications to this computer.
- + Access to a high-speed and stable internet connection.
- + Have a workspace that ensures the security and confidentiality of client information (e.g. a home office with a door). This workspace should also be well illuminated, with a clear path to an exit in case of fire, well-ventilated and heated and contain an ergonomically designed desk/table and chair. A virtual inspection of your workspaces may be requested as needed.

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 Full time Position - CCC/211 CRS and 'Name on the subject line.

External applicant will be required to complete our in-house facilitated 3 weeks training program, as well as a set number of coaching shifts consisting of on-the-job learning and skill development.

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

No Phone Calls Please

DISTRESS CENTRE

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