

Employment Opportunity
Relief Position – Contact Centre Assistant
Hourly Rate: \$16.13
Closing: September 30, 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, sex, race, disability, sexual orientation, sexual identity or expression, or religion.

Certifications:

- + Gender-Based Analysis+ Certification.

Preferred skill & Experience:

- + Minimum 24 shifts completed as a crisis line volunteer is preferred
- + 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.

Shift Requirement:

- + Available to pick a minimum of 5 shifts monthly- flexibility in shifts schedule
- + Must continue to meet your current crisis line volunteer commitment until it is completed while employed as a Contact Centre Assistant (CCA). **This only applies to your first volunteer commitment.*
- + Volunteer shifts always take precedence over paid shifts, and if you are ever behind in your volunteer commitments, you will be expected to become current and up to date with your commitment prior to taking any further paid shifts.
- + Must complete current crisis line volunteer commitment while employed as a Contact Centre Assistant.
- + This position entails shift work including weekends and statutory holidays.

Duties

- + Answer SACIS lines:
 - o The Contact Centre Assistant (CCA) is responsible for answering calls coming in on the Southern Alberta Child Intervention Services (SACIS) lines between the hours of 5:00pm -11:00pm on weekdays Mon-Thurs. and 5:00pm-1:00am on Fridays, and 9:00am -1:00am on weekends and statutory holidays as required.
 - o Gather only pertinent information to relay to the SACIS team.
 - o Assess the level of risk of the SACIS call.
 - o Bring any concerns in answering SACIS calls to the attention of the Contact Centre Coordinator.
 - o Alert the CCC of any SACIS calls that are high risk and need to be patched through to the SACIS team.
 - o Answer crisis line calls when the SACIS lines have not been transferred to the Distress Centre at the request of the Contact Centre Coordinator.

- + Answer DSV line:
 - o The CCA will also answer calls coming in on the Domestic and Sexual Violence (DSV) line between the hours of 5:00pm -11:00pm on weekdays and 9:00am -1:00am on weekends and statutory holidays.
 - o Conduct a domestic violence risk assessment, sexual assault risk assessment, suicide risk assessment and safety check on every crisis call.
 - o Advise callers to call back during business hours if they are looking for CCASA or CCSC staff or other admin concerns, such as appointment time/cancellation.
 - o Bring any concerns in answering DSV calls to the attention of the Contact Centre Coordinator.
 - o Alert the Contact Centre Coordinator of any requests for a hospital call-out and where system navigation is appropriate/required.
- + The CCA is responsible for providing support in the contact centre at the request of the Contact Centre Coordinator (CCC) on duty.
- + Statistical Collection:
 - o Collection of data and input of statistical information, as requested.
- + Other:
 - o Assist the Contact Centre Coordinators (CCC) by escorting counseling clients to the waiting room or volunteers to the training room during the evening as needed.
 - o Complete safety follow-ups with callers at the request of the CCC on duty.
 - o Other administrative duties as requested by Distress Centre staff.

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
- + Extensive Training
- + Hourly rate of pay is \$16.13
- + Paid 4% Sick time of total earned hours

Lines of Communication/Accountability

- + Will receive direction and instruction from the CCC during shift.
- + Reports to the Quality Assurance Team Lead.

Please submit a resume to hr@distresscentre.com.

Please quote 'Last Name, First Name and role Contact Centre Assistant on the subject line.

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

No Phone Calls Please