

Employment Opportunity
Relief Position - Midnight Crisis Line Worker
Hourly pay rate is \$19.18/hour
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.

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, gender, race, disability, gender orientation, sexual identity or expression, or religion.

Qualifications & Certification:

- + 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.
- + Gender-Based Analysis+ Certification

Shift Requirement

- + Available to complete a minimum of 5 casual but scheduled shifts per week and 1 On-Call shift monthly- The schedules are negotiable and flexible.
- + This position entails shift work including weekends and statutory holidays.

Preferred Skill

- + 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.

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 approved.



- Complete training for and scheduled for observation/coaching shifts for new volunteers/MCLWs as required. These training sessions will be held during the MCLW's scheduled shifts.
- + Other:
 - Midnight Crisis Line Workers are responsible for answering Canada Suicide Prevention (CSPS) calls.
 - 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.

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
- + Flexibility in shifts and scheduling (weekday and/or weekend shift work)
- + Hourly rate of pay is \$19.18
- + Paid 4% Sick time of total earned hours

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 Work Condition (Access to a remote work station and open to working on site)

- + Access to a computer or laptop 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.

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

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.

Applicants will be required to have a valid Police Check Report 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