

**Employment Opportunity**  
**Crisis Program Manager**  
**Closing Date – January 15, 2021**

Distress Centre Calgary provides 24-hour crisis support to Calgary and surrounding areas through our 24/7 crisis and 211 Community Resources lines. We also provide daily email, chat and text support and professional counselling. All of our services are free. Because we do not define crisis, anyone can contact us, day or night. We support people experiencing crisis due to homelessness, poverty, mental illness, bullying, addictions, PTSD, domestic violence, abuse, etc.

We provide a compassionate and supportive environment for our staff and volunteers so they can provide 24-hour support to Calgary's most vulnerable population.

#### Qualifications and Requirements

- + Undergraduate degree in human services
- + Previous experience in crisis line work
- + 3-5 years supervisory experience
- + Gender-Based Analysis+ and Brain Story Certifications are required

#### Job Objective

- + The Crisis Program Manager is responsible for meeting the strategic and operational requirements of the Distress Centre Crisis Program
- + This position will work alongside the 211 Program Manager to ensure the smooth operation of the Distress Centre's Contact Centre

#### Duties

- + Supervising and supporting Direct Reports: Crisis, Online Services, and Quality Assurance Team Leads
- + Crisis Program Development: Development and execution of Crisis Program Operations Plans; stay informed of and utilize Crisis Program data in daily operations and planning; assist with funding grants; development and oversight of the Crisis Program Budget; provide a link between the Crisis Program and the Director of Programs and Performance/Leadership Team
- + Partnership/Membership Management: Liaise with and oversee current Crisis Program partnerships; participate in Crisis Program collaborations; support the development of new Crisis Program partnerships/collaborations

- + Other duties include: supporting the volunteer program through mentorship and volunteer training; attending monthly leadership and staff meetings

The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.

#### Competencies

- + Related to the competency model this position has been defined as Manager/People Leader.
- + The competencies across all positions, executive, manager/people leader, and individual contributor include:
  - Client-Centred Work (internal and external)
  - Partnerships, Relationships & Teamwork
  - Growth Mindset/Learning
  - Communication
  - Diversity, Equity & Inclusion
  - Change Management
  - Self-Management
- + Competencies for positions identified as Manager/People Leader also include the following competencies.
  - Strategy & Vision
  - Coaching Style Leadership
  - Building Trust
  - Decision Making, Planning & Performance
  - Innovation

#### Lines of Communication/Accountability Competencies

- + Reports to the Director of Programs and Performance

#### Special Working Conditions

- + General work hours are 9:00am – 5:00pm, however some flexibility in working evenings/ or weekends may be required
- + Comfortable working with and ability to maintain composure in potentially stressful client situations.
- + This position will require a mix of on-site and remote work.

To apply, please send a resume and cover letter to: [hr@distresscentre.com](mailto:hr@distresscentre.com) and cc [mikek@distresscentre.com](mailto:mikek@distresscentre.com)

Only those selected for an interview will be contacted