

***Employment Opportunity***  
**Part time - Contact Centre Coordinator /**  
**211 Community Resource Specialist**

**11 Shifts Monthly**

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

**We are hiring for several positions for the following times (each shift will be 8 hours long):**  
**Thursday – Saturday Daytime (starting between 6am and 10am)**  
**Friday – Sunday Daytime (starting between 6am and 12pm)**  
**Friday – Sunday Afternoon/Evening (starting between 11am and 4pm)**  
**Friday – Sunday Overnight (starting between 9pm and 12am)**

**Qualifications:**

- + **Diploma or Degree in a Human Services related field is required**
- + Naloxone Training Certification
- + Gender-Based Analysis+ Certification
- + Brain Story Certificate of Achievement is an asset

**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 an asset
- + Exceptional decision making skills including adaptability and assessment
- + Strong self-management and time management skills

**Scope of Responsibilities**

- + The CCC is responsible for providing support to phone/online crisis volunteers and staff; providing real-time feedback, debriefing, and consultation.

- + The CRS role involves providing front line information, referral, and support to service users through the 211 related phone/online services.
- + The CRS Role involves answering 211 partnership lines- FVIL, BHL, Red Deer Social Diversion and 403-Seniors.
- + 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 may be 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 Team Lead

### **Special Working Conditions/Shift Requirement**

- + 11 shifts monthly, (Thursday, Friday, Saturday)
- + Each shift is 8hours.
- + Shift coverage on Federal and Provisional Statutory holidays are required
- + Some onsite and some remote work, depending on current health protocols

### **Training Requirement**

- + External applicants will need to complete an in-house facilitated 3 week training program, as well as a set number of coaching shifts consisting of on-the-job learning and skill development

### **Working during the pandemic:**

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

As a condition of employment, the successful candidate will be required to be fully vaccinated against COVID-19 and provide proof of their vaccination status in accordance with Distress Centre Calgary COVID-19 Immunization and Safety policy, unless accommodated based on a medical condition or other protected ground defined under the Alberta Human Rights Act.



**To apply for this position, please send resume and cover letter by email to [hr@distresscentre.com](mailto:hr@distresscentre.com) and reference the job title in the subject line. The position will be open until a suitable applicant is found.**

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

*No Phone Calls Please*