

911 Call Diversion Crisis and Community Resource Specialist

Contract until December 31, 2022 with the possibility of extension dependent on funding

(Monday – Friday Overnight Shifts)

Do you want to be a part of transformational social change? Distress Centre is a leader in crisis intervention and system navigation supports. We have partnered with the Calgary Police Service and Calgary 911 in a project that is aimed at creating transformative social change and we want you to join us.

What to expect in the role:

Job overview

Distress Centre is currently looking for 911 Call Diversion Crisis and Community Resources Specialists to work in partnership with Calgary Police Service and Calgary 911 to assist callers in need of access to community resources or crisis intervention/mental health supports. Our work involves working in collaboration with callers to de-escalate, assess risk, provide crisis intervention, and refer callers to appropriate community resources.

Your work will include completing follow-up contacts to ensure that action plans are effective, de-escalation and safety are maintained, and linkage to community resources are successful. You will be working from the 911 Emergency Operations Centre to work with 911 call takers to divert non-imminent risk calls away from a police response and toward a more appropriate response.

Primary Duties

This is not an exhaustive list of duties, but meant to give you a sense of what you'll be doing on a regular basis. Other related duties may be required.

- Accept calls transferred from 911 or Calgary police that have been identified to benefit from crisis intervention, mental health support, or information and referral to community resources.
- De-escalate crisis, assess risk, provide information and referral to community resources and collaboratively create safety/action plans with callers.
- Provide follow-up calls as needed to check in with callers, review safety/action plans review successes/barriers to accessing community resources.
- Document call details according to Distress Centre procedures.
- Build relationships with 911 staff and co-evaluate calls to 911 to determine appropriate response.
- Work in collaboration and consultation with agency partners and other professionals.

Hours of work and location

Each shift is 8 hours in duration, overnight shifts start between 10pm and 11pm.

- Full-time staff work an average of 19 shifts per month on a specified rotation. Scheduled shifts will include either 4 or 5 shifts Monday through Friday.
- Part-time staff work an average of 11 shifts per month on a specified rotation. Scheduled shifts will include either 2 or 3 nights per week Friday through Sunday.

This position will be required to work onsite at the Whitehorn multipurpose building in the 911 Emergency Operations Centre.

What you bring to the role:

Qualifications/Experience

- **Applicants will need to complete an enhanced security clearance**
- Diploma or degree in a human services field (such as psychology, social work, etc.)
- Naloxone training certification
- Gender-Based Analysis+ and Brain Story Certification are considered an asset
- Experience in telephone-based risk management, lethality assessment and crisis intervention are an asset
- 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

Skills/Abilities:

- Ability to effectively identify problems and offer appropriate resources and referrals and information to assist the individual in resolving the crisis.
- Ability to communicate effectively with dignity and respect
- Ability to utilize basic Word and Excel documents
- Ability to navigate multiple computer systems
- Effective time management and organizational skills
- Demonstrated ability to work effectively as a team.
- Knowledge and/or work experience in case management, crisis intervention, addictions, domestic violence, suicide risk assessment and intervention, mental health, and/or youth issues.
- Ability to effectively identify problems and offer appropriate resources and referrals and information to assist the individual in resolving the crisis.
- Experience in telephone-based risk management, lethality assessment and crisis intervention are an asset.
- Strong interpersonal and customer skills
- Exceptional decision-making skills including adaptability and assessment

- Strong self-management and time management skills

Core Competencies:

- **Client/Service Centred Work** – you make clients the ultimate focus of our agency, team, and individual choices and actions.
- **Partnerships, Relationships, & Teamwork** – you build and maintain productive, collaborative working relationships within and across groups, both internally and externally, to accomplish our common goals.
- **Growth Mindset/Learning** – you actively identify new areas for learning and take advantage of opportunities to learn in whatever form they come. You apply your newly gained knowledge in your jobs and share these skills with others.
- **Communication** – you clearly convey information and ideas through a variety of media in a way that engages the audience and helps them to understand and inviting dialogue and inciting action where appropriate.
- **Diversity, Equity & Inclusion** – we build and sustain an inclusive work environment where all individuals are welcomed, supported, respected, and valued for their unique experiences, perspectives, talents, and contributions.
- **Change Management** – you maintain your team and personal effectiveness when being impacted by changes within the organization.
- **Self-Management** – you take responsibility for yourself and your actions.

Other Requirements:

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.

What Distress Centre has to offer:

- Opportunity to work for an organization that's making a difference in our community
- A great working environment with supportive colleagues
- Opportunities for learning and mentorship, including paid development days and a staff development fund
- Competitive salary
- Benefits that include a matching RRSP program
- Vacation time starting at 3 weeks

How to apply:

If this sounds like a great match for you, please send your cover letter and resume by email to: hr@distresscentre.com and reference **911 Call Diversion Specialist** in the subject line.

Unfortunately at this time we do not have the resources to answer phone inquiries or to respond to all applicants. Only those selected for an interview will be contacted.