

Contact Centre Coordinator/211 Community Resource Specialist

Part-time positions available for the following shifts:
Monday – Wednesday evening (starting between 11am and 4pm)
Friday – Sunday evening (starting between 11am and 4pm)

For over 50 years Distress Centre has served Calgary and Southern Alberta, providing 24-hour crisis support, information, and resources at no cost. Distress Centre does not define crisis. We do not judge. Anyone can call us day or night.

Distress Centre is growing and looking for some great people to join our team!

What to expect in the role:

Job overview

Distress Centre is currently looking for two part-time Contact Centre Coordinator/211 Community Resource Specialists to assist volunteers and staff in supporting callers in need of access to community resources or crisis intervention/mental health supports. This role involves assisting phone/online crisis volunteers and staff to de-escalate, assess risk, provide crisis intervention, and refer callers to appropriate community resources.

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.

- Provide support to phone/online crisis volunteers and staff, providing real-time feedback, debriefing, and consultation.
- Provide frontline information, referral, and support to service users through the 211 related phone/online services.
- Answering 211 partnership lines- FVIL, BHL, Red Deer Social Diversion and 403-Seniors.
- Ensure crisis and 211 service users are supported within the guidelines of Distress Centre Calgary's policies and procedures.
- Responsible for notifying Contact Centre Team Leads of up-dates and concerns as they apply to contact centre volunteers, staff, procedures, and partnering agencies
- Work in collaboration and consultation with agency partners and other professionals.

Hours of work and location

Each shift is 8 hours in duration. 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.

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
- Experience with vulnerable populations and knowledge of community resources
- 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.
- Strong interpersonal and customer skills
- Exceptional decision-making skills including adaptability and assessment
- Strong self-management and time management skills
- Taxonomy knowledge is an asset

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 **CCC/CRS** 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.