



**Position Title:** Crisis Line Call Responder

**Posting Date:** April 26, 2024

**Closing Date:** May 17, 2024

**Hours of Work:** Full-time (35 hours a week); Flexible hours, including evenings and weekends

**Classification:** Unique, Grid Level 10 (\$26.83 - \$29.76)

**Reports to:** Program Manager

### **Summary:**

To assist with the service delivery of Crisis Line calls and to ensure that the phone-room is monitored in a professional and efficient manner. To ensure that up-to-date resources and training materials are available in the phone-room. To assist with volunteer onboarding and to represent the program in the community. To answer incoming crisis line calls alongside volunteers and provide leadership.

### **Key Duties and Responsibilities:**

- Adheres to the policies, procedures, and standards of Chimo Community Services Society, as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Performs front-line call answering services on the crisis line.
- Promotes the crisis line in the communities served.
- Debriefs with staff and volunteers during shift.
- Ensures that the phone room is clean and tidy, and that phone-room equipment, supplies, resources, and manuals are regularly updated and accessible to staff and volunteers.
- Assists with the timely and accurate documentation and recording of calls.
- Participate in assigned meetings with CHIMO volunteers and/or other CHIMO employees for the purpose of sharing information, coordinating service development and professional development.



- Conform to ethical issues, including confidentiality and the reporting of abuse issues. When ambiguities arise, consult with superiors.
- Improve the level of professional expertise through reading, consultation, and relevant workshops.
- Work as a member of a team respecting and adhering to Chimo Community Services' policies and procedures.
- Performs other duties as assigned.
- Follow written and verbal directives from the immediate supervisor, Program Manager, Executive Director or designate.

### **Qualifications:**

- Grade 12
- Must have completed Chimo's Crisis Line Training.
- Crisis Line Training and experience responding to crisis calls required.

### **Job Skills and Abilities:**

- Excellent oral, written, and interpersonal communications skills.
- A thorough knowledge of mental health issues, family violence, suicide risk assessments and interventions and volunteer management.
- Knowledge of community resources.
- Ability to handle stressful situations.
- Experience volunteering or working with volunteers.
- Awareness of, and sensitivity to, ethnic, cultural, physical, sexual, developmental, and life-style diversities.
- Proficiency with Microsoft Office applications and client data tracking system.
- Two years direct service in the human service field preferred.

### **Employment Information:**

Please apply with a cover letter and resume to [HR@chimoservices.com](mailto:HR@chimoservices.com).

Thank you for your interest in joining our team. Due to the large volume of applications received, we are only able to contact shortlisted candidates.