



Job Posting

Position Title: Crisis Line Call Responder – Part Time

Date of Posting: 12 March 2026

Closing Date: 19 March 2026

Rate of Pay: Grid Level 10, Step 2 (\$26.83)

Reports to: Crisis Line Manager

Hours of Work: Tuesday & Thursday: 4:30p.m. – Midnight (14 Hours/Week)

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 resource 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 according to a rotating shift schedule.
- Promotes the crisis line in the communities served.
- Debriefs with 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.

Skills:

- 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.