CRISIS LINE RESPONDER – PART TIME

Position Details	Information
Date of Posting	19 October, 2026
Closing Date	26 October, 2026
Start Date	November 17k , 2026
Job Title	Crisis Line Responder – Part Time
Pay Rate	$28.46 per hour
Classification	JJEP Grid 10, Step 2
Program	Crisis Line
Reports To	Program Manager
Hours of Work	Tuesdays & Thursdays, 4.30 pm – 12.00 am, 14 hours per week
Location	CHIMO Head Office

Position Summary

CHIMO is seeking a dedicated and compassionate Crisis Line Call Responder to support the delivery of crisis line services. This role ensures the phone room is monitored professionally and efficiently, supports volunteers during shifts, and assists with maintaining accurate documentation and updated resource materials. The successful candidate will provide leadership on shift, answer incoming crisis calls alongside volunteers, and represent the program within the community.

Key Responsibilities

- Adheres to the policies, procedures and standards of CHIMO's, as established in policy and program manuals, Health & Safety Guidelines, job description, 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 volunteers during shift.
- Ensure 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.

CRISIS LINE RESPONDER – PART TIME

- Work as a member of a team respecting and adhering to CHIMO's policies and procedures.
- Performs other duties as assigned.
- Follow written and verbal directives from the immediate supervisor, Program Manager, or designate.

Qualifications

- Grade 12 completion (minimum).
- Successful completion of CHIMO's Crisis Line Training.
- Previous crisis line training and experience responding to crisis calls is an asset.
- Two (2) years of direct service experience in the human services field preferred.

Skills & Competencies

- Strong oral, written, and interpersonal communication skills.
- Knowledge of mental health issues, family violence, suicide risk assessment, and intervention strategies.
- Understanding of volunteer management practices.
- Knowledge of community resources.
- Ability to remain calm and effective in high-stress situations.
- Experience working or volunteering in a supportive service environment.
- Cultural awareness and sensitivity to diverse populations.
- Proficiency in Microsoft Office and client data tracking systems.
- 2 Years direct Service in the human service field preferred

How to Apply

This internal posting is open to all Chimo staff and volunteers. However, as this is a unionized position, staff in the bargaining unit must be considered first.

Please submit your cover letter and resume to **hr@chimoservices.com.**
We thank all applicants for their interest; however, only those selected for an interview will be contacted.