

Overnight Hub Responders

Work from home | Part-time and full-time

Crisis Services Canada/Service de Crises du Canada (CSC/SCC) is a not-for-profit charitable organization that provides the operations for Talk Suicide Canada / Parlons suicide Canada, in partnership with the Centre for Addictions and Mental Health and the Canadian Mental Health Association, which offers helpline support for anyone in Canada with suicide-related concerns. Talk Suicide Canada currently offers 24/7 support by phone and text support in peak hours with plans to expand to chat and other media as they come into common usage. The service is nationally available and is regionally delivered by linking existing distress centres alongside a National Hub, through a virtual contact centre platform.

Job Summary:

Crisis Services Canada/Service de Crises du Canada (CSC/SCC) is seeking Part-Time and Full-Time Overnight Hub Responders to support Talk Suicide Canada. These positions are open for both English and Bilingual (English and French) candidates. A CSC Hub Responder works within the Clinical Operations Team of Crisis Services Canada, reporting to the CSC Supervision Manager and CSC Supervisors. CSC Hub responders provide crisis intervention support and conduct safety assessments with people reaching out. Responders provide resources when needed and are responsible for timely and accurate contact documentation. A high priority is placed on quality assurance for this role.

Job Responsibilities:

- Provide crisis intervention support via phone and text following Talk Suicide defined policies and practices.
- Work alongside a cohesive team while on shift that consists of shift supervisors and volunteer/paid crisis responders
- Answer/manage calls and texts, complete risk and safety assessment, de-escalate, and safety plan
- Work collaboratively and compassionately with those reaching out
- Schedule and complete Follow Up Calls and 3rd party outreach calls
- Use the least invasive steps necessary to establish safety. This may involve contacting emergency services with or without consent when no other avenue to ensure safety is possible
- Consult and take direction from supervisors as issues arise on shift
- Maintain accurate, timely, and detailed reports, documenting all required/identified data points

- Complete legally required reporting
- Maintain familiarity with essential national resources and providing as needed to service users
- Maintain strict confidentiality and uphold the ethical and legal standards of Talk Suicide Canada.
- Attend responder/staff meetings/additional training sessions when required
- Participate in regular quality assurance assessment of skills
- Participate in mentoring new responders as needed
- Other duties as required/assigned

Job Skills/Qualifications (Knowledge, skills and abilities):

- Possess a high school diploma/equivalent or higher
- 18 years of age or older
- Have high-speed internet and a quiet/confidential workspace
- Be empathetic, flexible, and adaptable to varying situation
- Excellent communication skills in English (spoken and written), with the ability to engage any individual regardless of background
- Excellent interpersonal skills and can positively interact with others
- Be reliable and flexible to work a variety of shifts at a minimum of 12 hours per week for a Part Time role, and 32 hours per week for a Full Time role.
- Strong English language skills both written and spoken
- French language ability both written and spoke and asset (required for Bilingual position).
- Must be able to protect the confidentiality of service users while on shift and will not use or disclose any information about any service user in compliance with Talk Suicide Canada policies.

Working Conditions:

- Part Time: Commitment of 12 hours minimum weekly
- Full Time: Commitment of 32 hours weekly
- Working primarily from a home office environment
- Involves significant computer use.

Compensation:

- Part Time: Starts at \$22/hour + \$5/hour overnight shift premium, Employee Assistance Program, and a Health Care Spending Account.
- Full Time: Starts at \$42,000/annum + \$5/hour overnight shift premium and benefit package, including an optional pension plan with matching contributions up to 5%.

- Overnight shift premiums are paid between the hours of 12 a.m. to 8 a.m. EST, 7 days / week, and 8 p.m. to 12 a.m. (midnight) EST Saturday and Sunday evenings

How to apply

To indicate your interest in this position, please submit your cover letter and resume to Human Resources at hr@crisisservicescanada.ca by midnight, **Monday May 22, 2023**. Interviews will be conducted by video/teleconference.

Training start date: June 6th, 2023. See below for more details.

At CSC, we strive to be an equitable and inclusive employer. Our commitment to equity is grounded in a commitment to achieving a working and learning environment that is free of discrimination and harassment.

CSC seeks candidates from First Nations, Métis, and Inuit, racialized and 2SLGBTQIA+ communities, women, and people with disabilities (including people who have experienced mental health and substance use challenges).

We encourage people from all backgrounds to apply to our positions. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Please inform us if you require accommodations during the interview process.

Hub Responders Training Schedule

June 6th-July 18th, 2023

Week 1 – June 6th-13th

1. **Independent Work: Crisis Intervention Modules 1-3**
 - Complete by June 13th
 - Estimated time to complete: 7-9 hours
 2. **Group Session 1 – June 13th 5:00-8:30pm ET 3.5 hours (attendance mandatory)**
- Total Expected Hours for Week 1 → 11-13 hours**

Week 2 – June 14th-20th

1. **Independent Work: Crisis Intervention Modules 4-5**
 - Complete by June 20th
 - Estimated time to complete: 6 hours
 2. **Group Session 2 – June 20th 5:00-8:30pm ET 3.5 hours (attendance mandatory)**
 3. **Individual Work: Voice Roleplay (#1) Scheduled with Training/Supervisory Staff**
 - Must complete roleplay: between June 14th-20th
 - Estimated time to complete: 1 hour
- Total Expected Hours for Week 2 → 11 hours**

Week 3 – June 21st-27th

1. **Independent Work: Module 6 and Talk Suicide Specific**
 - Complete by June 27th
 - Estimated time to complete: 4-6 hours
 2. **Group Session 3 – June 27th 5:00-8:30pm ET 3.5 hours (attendance mandatory)**
 3. **Individual Work: Text Roleplay (#2) and Final Voice Roleplay Scheduled with Training/Supervisory Staff**
 - Must complete roleplay: between June 21st-27th
 - Estimated time to complete: 2 hours
- Total Expected Hours for Week 3 → 10-12 hours**

Week 4 – June 28th-July 4th

1. **Independent Work: Module 8 - Talk Suicide Text Training**
 - Complete by July 4th
 - Estimated time to complete: 3 hours
 2. **Group Session 4 – July 4th 5:00-8:30pm ET 3.5 hours (attendance mandatory)**
 3. **Individual Work: Final Text Roleplay and Tech Overview Scheduled with Training/Supervisory Staff**
 - Must complete roleplays and tech overview: between June 28th-July 4th
 - Estimated time to complete: 2 hours
- Total Expected Hours for Week 4 → 9-10 hours**

Weeks 5-6 – July 5th-18th

1. Independent Work: Catch up on outstanding work

2. Group Session 5 (Final Session) – July 18th 5:00pm-8pm ET 3 hours (attendance mandatory)

3. Individual Work: Mentoring shifts

- Must complete 4 mentoring shifts: between July 5-18th
 - Complete by July 18th
 - Estimated time to complete: 16 hours
 - **Note - you might be required to do more than 4 shifts depending on individual skill level**

Total Expected Hours for Weeks 5-7 → 19hours