

National hub responders english & bilingual

Work from home | Part-time & 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 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 agreement 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 provide as needed to callers and texters.
- 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 communication skills in French (spoken and written) is required for the bilingual position
- Excellent interpersonal skills and can positively interact with others
- Be reliable and flexible to work a variety of shifts
- Must be able to protect the confidentiality of callers and texters while on shift and will not use or disclose any information about anyone using the service in compliance with Talk Suicide Canada policies.

Working Conditions:

- Part Time: Commitment of 12 hours minimum weekly
- Full Time: Commitment of 32 hours weekly
- Need to be available for a variety of shifts, including weekends
- Working primarily from a home office environment
- Involves significant computer use

Compensation:

- Part Time: Starts at \$22.66/hour, Employee Assistance Program, and a Health Care Spending Account.
- Full Time: Starts at \$41,200/annum and benefit package, including an optional pension plan with matching contributions up to 5%.
- Bilingual (French and English) candidates will receive a language premium.

How to apply

To indicate your interest in this position, please submit your cover letter and resume to Human Resources at careers@crisiservicescanada.ca. Recruitment for this position will continue throughout fall 2023. Interviews will be conducted by video/teleconference.

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.