

**Details:**

Canadian Mental Health Association – Edmonton Region is a ‘go to’ non-profit organization that envisions mentally healthy people in caring communities. We increase awareness and understanding of mental health, mental illness, and recovery and suicide prevention through education. We support resilience and recovery of people in distress and those affected by mental illness or suicide by providing crisis intervention; suicide grief and family support; safe, long-term and affordable housing; peer support; advocacy and wayfinding; and meaningful volunteer opportunities.

211 is an accredited 24 hour information and referral line that connects people to resources in their community. Information and Referral Specialists are part of a team that answers the 211 Information and Referral Line, the Family Violence Information and Bullying Help Line, Seniors Information Phone Line and Triage calls for the 24/7 Crisis Diversion Team. The incumbent should be organized, warm, welcoming and, courteous; non-judgemental with strong verbal and written communication skills.

**Hours:**

Permanent Full Time Position  
35 hours per week, 12:30pm-8:00pm, Monday - Friday

**Environment:**

Position requires answering phone lines, sitting and working with a computer for a total of up to 7 hours per day.

**Salary and Benefits:**

\$41,061.00 - \$55,654.00 per year. CMHA-ER offers a competitive compensation package which includes extended health benefits and pension plan, along with a dynamic working environment and professional development opportunities.

**Responsibilities:**

- Responding to callers on the 211 line, Seniors Information Phone Line, Family Violence Information Line and Bullying Helpline, determining client needs and providing information on appropriate community resources, securing opportunities for follow-up when appropriate
- Triage of 24/ Crisis Diversion Team calls
- Clear and accurate communication of information and referrals from the database to callers
- Providing assistance and liaison between service providers and callers, where appropriate; actively participating in linking callers to needed services
- Documenting and maintaining relevant statistics
- Participating in follow-up with callers.
- Responding to online chat services for the Family Violence Information Line, Bullying Helpline and 211

**Qualifications:**

- A bachelor’s degree in the human services field preferred
- Knowledge or experience in crisis intervention, domestic violence, suicide assessment and intervention and/or mental health is an asset
- Experience working in a call centre environment is an asset
- Above average keyboarding skills with the ability to type 65 wpm
- Strong written and verbal communication skills, including superior phone and email etiquette
- Background and interest in the non-profit human services sector
- Ability to work independently and as a team member
- Ability to maintain good public relations and provide excellent customer service with the public and community agencies



We are hiring a permanent part time position of:  
**211 Information and Referral Specialist**

- Strong knowledge of MS Word and MS Excel
- Successful Completion of Distress Line Listener Training
- Successful attainment and maintenance of Certified Information and Referral Specialist designation or willingness to work towards the designation

**Apply, with cover letter and resume, to:**

[hr@cmha-edmonton.ab.ca](mailto:hr@cmha-edmonton.ab.ca)

**Application deadline February 19, 2018.**

We thank everyone for their interest and will only reply to those individuals who will be contracted for an interview.

Thank you for making mental health matter.