



## Team Lead, Distress Line

### Job Posting

**Job Title:** Team Lead, Distress Line  
**Position Type:** Permanent Full-time  
**Hours:** Monday – Friday 8:00am – 4:30pm (occasional evening and weekend work required)  
**Salary/Wage:** \$41,061.00 – \$55,654.00  
**Closing Date:** February 19, 2018

#### **Organization Summary**

CMHA-Edmonton is a non-profit organization that envisions mentally healthy people in caring communities. We increase awareness and understanding of mental health, mental illness, recovery, and suicide prevention through education. We support the resilience and recovery of people in distress including those affected by mental illness or suicide by providing crisis intervention; safe, long-term and affordable housing; peer connections; suicide grief and family support; advocacy and wayfinding; and providing opportunities to improve your wellness.

Join us and make a difference in the lives of individuals and families affected by mental illness and stressful situations including abuse, violence, and suicide.

#### **Job Summary**

Reporting to the Manager, Help Lines, the Team Lead, Distress Line is responsible for assisting with the activities necessary to ensure the effective and efficient operation of the CMHA-Edmonton Distress Line. The Distress Line is a 24-hour information and referral line that helps people in crisis who may be feeling overwhelmed, experiencing abuse or contemplating suicide. The position supervises a team of Help Lines Support Workers and volunteers who answer calls to the Distress Line. The Team Lead will also answer Distress Line calls during periods of high volume or staff absences. The position is involved in staff scheduling, face to face support and supervision of front line staff and coordination of front line staff projects and tasks.

#### **Qualifications/Experience**

- Related post-secondary Diploma (in a Social Science preferred)
- Minimum of 3 years of experience in a client/customer service role where high volume, stressful and/or difficult situations are regularly encountered
- Minimum 2 years supervision experience
- Successful completion of the Distress Line Training is an asset
- Successful attainment and maintenance of:
  - Information and Referral Specialist Certificate
  - Crisis Worker Certificate
- Completion and maintenance of an acceptable a Criminal Records Check with Vulnerable Sector search and a Child Welfare Intervention Services Check

#### **Skills/Abilities**

- Strong interpersonal, verbal and written communication skills, including excellent telephone skills to ensure callers' needs are determined and met

- Ability to work effectively in a stressful environment, deal with difficult situations and respond in a composed manner
- Positive, helpful attitude towards assisting clients
- Demonstrated understanding of: mental health; mental illness and recovery; information and referral services; and crisis intervention
- Demonstrated supervisory abilities and an understanding of the objectives of the Distress line and the organization
- Strong coaching and mentoring skills; ability to provide constructive feedback
- Ability to work independently, set priorities, meet deadlines and allocate time and resources effectively
- Organizational and problem solving skills
- Demonstrated abilities in program management, program delivery and evaluation
- Skills and abilities in the operation and functioning of a contact centre
- Excellent keyboarding skills and the ability to effectively use Microsoft Office and other program software
- Ability to deal effectively with the public and community agencies and maintain good public relations

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

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

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.