



CMHA values diversity and welcomes applications from First Nation, Inuit and Metis, New Canadian, racialized, differently abled and LGBTTQIA+ communities.

CMHA Distress Line Position Description

Purpose:

Provide confidential, non-directive supportive listening, acting as a first line of contact to those in need. Volunteers support callers on a 24-hour Distress Line with issues such as family violence, bullying, sexual assault, mental illness, seniors abuse, child abuse and suicide. Volunteers help callers identify the resources necessary for coping with their concerns.

Tasks:

- Explore Distress Line callers' immediate concerns, provide support and, when necessary, referral to appropriate community resources
- Complete call sheets and required call statistics forms
- Complete Risk Assessments and provide the Help Lines Support Worker on duty the necessary information required to authorize and implement interventions on behalf of the caller
- Adhere to the standards of ethics and maintain the confidentiality of callers, volunteers and staff members
- Complete additional training for Online Crisis Chat and Telephone Follow Up after successful completion of probation period
- Report any risk management issues to volunteer supervisor

Time Commitment:

- 192 hour commitment to the Distress Line after completion of initial training
- One four hour shift weekly or equivalent
- Four overnight hours (12:00am - 8:00am) monthly or eight overnight hours bi-monthly

Skill and Knowledge Requirements:

- Non-judgemental attitude and good written and oral communication skills
- Punctual, reliable, non-judgemental, warm and empathetic
- An understanding of mental health and recovery

Other Requirements:

- Basic knowledge of crisis intervention, suicide awareness and prevention
- Personal awareness around limits and boundaries to helping others, including awareness of personal needs and strategies for self-care

Training and Skill Development:

- Agency orientation
- 71 hours of intensive basic training in supportive listening skills, knowledge of community resources, suicide awareness and prevention, as well as crisis intervention
- Annual Refresher Training required
- Monthly in-services offered through a variety of modes, completion of 3 required per year for ongoing skill development

Supervision:

- Volunteers report to the Help Lines Support Worker

Working Conditions:

- Volunteers will work in a wheelchair accessible and secure Contact Centre that operates 24 hours a day, 7 days a week. CMHA Edmonton will provide all printed materials and any other necessary materials and equipment such as phones, computers and headsets.
- Volunteers work in a professional office environment