

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:

This is a contract position ending December 31, 2018
35 hours per week, 8:00pm-3:30am Saturday thru Wednesday

Environment:

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

Wage:

\$26.95 per hour

Responsibilities:

- Prioritization for this role is responding to requests via the 24/7 Crisis Diversion Line, this involves assessment, triage and dispatch
- Responding to overflow 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
- 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.

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
- Strong knowledge of MS Word and MS Excel
- Successful Completion of Distress Line Listener Training



We are hiring a temporary, contract position of:
211 Information and Referral Specialist

Please respond to at hr@cmha-edmonton.ab.ca

Application deadline July 16, 2017.

Only those candidates selected for an interview will be contacted. Thank you in advance for your interest in this position at Canadian Mental Health Association-Edmonton Region.