



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

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### ***CMHA Distress Line Volunteer***

**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

**Screening:**

- Application Form
- Group Interview
- Telephone Interview
- Police Information Check with Vulnerable Sector Check
- Intervention Record Check
- Reference Checks

**Supervision:**

- Volunteer reports 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

**Volunteers will embody the vision, mission and values of CMHA Edmonton****Our Vision**

Mentally healthy people in caring communities.

**Our Mission**

Building healthy and resilient communities by providing mental health services, education resources, and crisis intervention.

**Our Values**

Social justice and inclusivity  
Empathetic, respectful relationships  
Collaboration and partnerships