

Help Lines Support Worker

Job Posting

Job Title: Help Lines Support Worker
Position Type: Permanent Full-time (2 positions available)
Hours: Tuesday – Saturday 15:00-22:30
Sunday – Thursday 17:00-00:30
Salary/Wage: \$41,061.00 - \$55,654.00
Closing Date: Tuesday, August 27th, 2019

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 Help Lines Supervisors, the Help Lines Support Worker is responsible for coordinating and assisting with the activities necessary for effective program delivery in the Distress Line. The Distress Line is a 24 hr line that helps people in crisis who may be feeling overwhelmed, experiencing abuse or contemplating suicide get emotional support, crisis intervention and connection to resources. The position duties include supervising/overseeing the performance of volunteers who answer Distress Line calls and arranging for emotional and practical support for the volunteers as may be required. The Help Lines Support Worker will also undertake activities related to orientation, retention, evaluation, training and recognition for Distress Line Program volunteers.

Qualifications/Experience

- Related post-secondary Diploma or relevant course work (in a Social Science preferred)
- Frontline experience on a Distress Line or in another similar role is required
- Experience supervising volunteers is an asset
- Successful Completion of Gender Based Analysis + Training and Brain Story Certification are an asset
- Successful attainment and maintenance of:
 - Information and Referral Specialist Certificate
 - Crisis Worker Certificate
- Acceptable attainment and maintenance of a Police Information Check with a Vulnerable Sector Check and an Intervention Record 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
- Ability to work independently and in a team environment
- Ability to set priorities and allocate time and resources effectively
- Organizational, time management and problem solving skills
- Demonstrated abilities and initiative in completing tasks and projects
- Ability to provide constructive and positive feedback to others and be able to accept the same
- Ability to be empathetic, assertive and non-judgmental when assisting clients
- Keyboarding skills and the ability to effectively use Microsoft Office and other program software

On your application please indicate the shift time you are applying for.

Apply, with cover letter and resume, to:

hr@cmha-edmonton.ab.ca

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

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.