

Distress Line Volunteer Trainer

Job Posting

- Job Title:** Distress Line Volunteer Trainer
- Position Type:** Permanent Part-Time (0.5FTE)
- Hours:** Hours to be agreed upon based on training requirements
(evening and weekend work will be required)
- Salary/Wage:** \$25,000 to \$30,000 per annum
- Closing Date:** Open until a suitable candidate is found

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.

Job Summary

Reporting to the Team Lead Distress Line Volunteer Training, the Distress Line Volunteer Trainer will provide assistance to the Distress Line Volunteer Recruitment and Training Team. The Distress Line Volunteer Trainer organizes and participates in volunteer screening activities such as Information Sessions; orients, trains, supervises, and evaluates the performance of volunteers while they are in the classroom portion of training; reviews Distress Line Volunteer Training procedures and makes recommendations that address program changes and risk management issues.

Job Duties and Responsibilities

- Organize a welcoming and inclusive Information Session for prospective Distress Line Volunteer trainees
- Lead small group discussions in the Information Session for prospective Distress Line Volunteer trainees
- Participates in evaluating prospective Distress Line Volunteers for admission to the Distress Line Volunteer Training Program
- Creates a welcoming and inclusive training space for Distress Line Volunteer Training
- Facilitates, or co-facilitates Distress Line Volunteer Training Sessions and Refresher Training Sessions
- Evaluates the performance of Distress Line Volunteer Trainees
- Recommends Distress Line Volunteer Trainees to become Distress Line Volunteers based on evaluation results
- Assists in the review of Distress Line Volunteer Training procedures and make recommendations for program changes

Qualifications/Experience

CMHA-Edmonton recognizes that candidates all have different skills and experiences to offer. While we are highlighting desired qualifications in the following sections, it is not a checklist. We encourage everyone interested to apply and indicate how you would successfully take on the role even if you have unconventional experiences or qualifications.

- Minimum of 2 years of recent experience in researching, developing, and presenting Adult Education training courses and/or experience with crisis intervention including mental health, mental illness, substance abuse and/or responding to risks for suicide or violence
- Completion of a post-secondary certificate or degree in a related discipline
- Frontline experience on a Distress Line or in another client support role is required
- 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
- Ability to consistently use a learner centered approach when designing and delivering presentations
- Dynamic and engaging presentation skills
- Excellent telephone skills, including questioning, probing and/or interviewing abilities, to ensure individuals' needs are being determined and appropriately met
- Ability to work effectively in a challenging environment, deal with difficult situations and respond in a composed manner
- Positive, helpful attitude towards assisting learners
- 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 and non-judgmental when assisting learners
- Keyboarding skills and the ability to effectively use Microsoft Office and other program software

Required Training for the Position

Within the first 3 months of employment:

- First Aid/CPR Training
- Self-harm Training
- Crisis Management Training/Nonviolent crisis intervention
- Diversity and Cross-Cultural Training
- Aboriginal Awareness Training

Within the first 6 months of employment:

- GBA+ Training
- Brain Story Certification
- Mental Health First Aid

Apply, with cover letter and resume, to:

hr@cmha-edmonton.ab.ca

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

We thank everyone for their interest and will only reply to those individuals who will be contacted for an interview.

Thank you for making mental health matter.