



Crisis Services Canada/Service de Crises du Canada (CSC/SCC) is a not-for-profit charitable organization that provides the operations for Talk Suicide Canada / Parlons suicide Canada, in partnership with the Centre for Addictions and Mental Health and the Canadian Mental Health Association, which offers helpline support for anyone in Canada with suicide-related concerns. Talk Suicide Canada currently offers 24/7 support by phone and text support in peak hours with plans to expand to chat and other media as they come into common usage. The Service is nationally available and is regionally delivered by linking existing distress centres alongside a National Hub, through a virtual contact centre platform.

BILINGUAL NATIONAL BACKUP HUB RESPONDER

Job Summary

A CSC Bilingual Backup Hub responder works within the Clinical Operations Team of Crisis Services Canada, reporting to the CSC Supervision Manager and CSC Supervisors. Back up hub responders are responsible for providing crisis intervention, emotional support and resources to help seekers in both official languages on the national toll-free service, Talk Suicide Canada, 24 hours a day, 7 days a week.

Talk Suicide bilingual remote responders work part or full time from private and secure home-based locations, forming a back-up hub, that answers overflow interactions when the crisis/distress centre responders are occupied on other interactions.

Talk Suicide remote responders must adhere to Talk Suicide Canada standards of practice in the delivery of crisis intervention and suicide prevention support.

Starting Rate of Pay

\$24.00 per hour

Job Responsibilities

- Provide emotional support and crisis intervention via phone and text in both official languages, following Talk Suicide defined practices. These include:
 - Complete risk assessment, safety planning and de-escalation with help seekers
 - Able to work collaboratively and compassionately with those reaching out for help
 - Schedule and complete Follow Up Calls and 3rd party outreach calls as needed
 - Use the least invasive steps necessary to establish safety. This may involve contacting emergency services with or without consent when no other avenue to ensure safety is possible.
 - Maintain accurate and detailed reports
 - Complete legally required reporting
 - Familiar with essential national resources and providing to help seekers as needed
- Maintain strict confidentiality and uphold ethical and legal standards of Talk Suicide Canada.
- Attend responder/staff meetings/additional training sessions when required
- Participate in regular quality assurance assessment of skills
- Participate in mentoring new responders as needed



Requirements

- Possess a high school diploma/equivalent or higher.
- Be 18 years of age or older
- Have high speed internet and a quiet/confidential workspace.
- Be empathetic, flexible and adaptable to varying situations.
- Excellent communication skills in French (spoken and written) and English (spoken and written), with the ability to engage any individual regardless of background.
- Excellent interpersonal skills and can positively interact with others.
- Be reliable and flexible to work a variety of shifts at a minimum of 12 hours per week
- Must be able to protect the confidentiality of help seekers while on shift and will not use or disclose any information about any help seeker in compliance with Talk Suicide Canada policies.

To Apply

Submit cover letter and resume to hr@crisiservicescanada.ca