

EMPLOYMENT OPPORTUNITY

SERVICE SUPPORT WORKERS

The Distress Centre of Ottawa and Region (www.dcottawa.on.ca) is an entrepreneurial non-profit organization providing 24-hour, confidential active listening and outreach services offering crisis intervention, suicide prevention, emotional support, information, referrals, and professional development services. We are seeking dynamic **Service Support Workers** to join our team.

The successful candidates will assist with telephone service overflow on our bilingual Mental Health Crisis Lines, provide emergency Responder shift replacement, assist in monitoring technology infrastructure, and assist with other agency activities as required. A complete job description is available [HERE](#).

You are looking to learn new skills or earn extra income. You are well organized, self-directed, a team player, with strong listening skills, and committed to working in a volunteer-based environment. You are responsible and highly reliable.

You have completed or are in the process of completing a college/university program in a related field, or have equivalent experience. You own a personal computer (PC) with Microsoft Windows 10, Microsoft Office Suite, and Internet access. You are fluently bilingual in English and French.

Comprehensive training for this position will be provided by Distress Centre trainers. Since your work is to be done from home, a mobile phone and access to a remote worksite will also be provided to answer calls. Our flexible schedule is designed to encourage work, school and life balance. As a Service Support Worker, you will be required to complete one overnight shift per week (from 21:00 to 07:00 hours) with other shifts to be completed between 07:00 to 21:00 hours.

This is a part-time, permanent position offering approximately 20 hours of work per week. The hourly wage is \$23.00 for shifts between 07:00 - 21:00 hours and \$27.00 for overnight shifts (21:00 - 07:00 hours).

Send your cover letter and resume by e-mail to rgallant@dcottawa.on.ca.

Please apply by Friday 3 May 2024.

The Distress Centre of Ottawa and Region (DCOR) is committed to achieving an organization representative of the communities it serves. DCOR encourages applications from all qualified individuals, including racialized individuals, especially those who identify as Black or Indigenous (First Nations, Métis or Inuit), as well as people who identify as LGBTQ2S+ and persons with a disability. When you apply, we invite you to indicate, on a voluntary basis, if you belong to one of these groups.

*We thank all applicants for their interest.
However, only those applicants considered for this position will be contacted.*