

VOLUNTEER AND CLIENT SUPPORT COORDINATOR

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.

POSITION SUMMARY

We are seeking an enthusiastic Volunteer and Client Support Coordinator to participate in the training of the Centre's volunteer Responders, provide guidance and support to Responders throughout their active service at the Distress Centre, assist in the ongoing development of Responders, and participate in the maintenance of systems and processes for client services. They will deliver professional development workshops to social service agencies, community organizations, local businesses, and government departments. They will also staff the various distress/crisis lines from time to time (mandatory training provided).

KEY RESPONSIBILITIES

- Conduct volunteer Responder training sessions as required, using the Centre's training curriculum and including the LivingWorks ASIST training;
- Supervise volunteers and ensure support is provided to them throughout their volunteering;
- Foster the development of volunteers by providing ongoing educational opportunities;
- Conduct professional development workshops for community agencies and private organizations in areas of Distress Centre expertise, as required;
- Provide support to all volunteers as required, including advice on managing a call in progress, technical assistance, moral support, etc.;
- Assist in the maintenance of client care plans and provide up-to-date service guidelines to responders to ensure consistent quality of service;
- Oversee the Crisis Intervention Team, in all areas required;
- Provide references as requested by volunteers who have completed their initial commitment with the Distress Centre.

ADDITIONAL RESPONSIBILITIES

- Provide organizational support to the Executive Director and the Board of Directors.
- Periodically handle crisis interactions on the various services offered by the Distress Centre.
- Participate in the Distress Centre's 63-hour training program and maintain proper skills throughout employment.
- In cases of emergency or last-minute shift cancellation for the Crisis Intervention Team, the Volunteer and Client Support Coordinator is available 24/7 to ensure the continuity of support to volunteers by finding replacement leaders or by filling shifts themselves when no leaders are available.

ESSENTIAL SKILLS AND QUALIFICATIONS

- Post-secondary degree in a relevant discipline with 2 to 3 years of experience in program coordination, social services, or adult education.
- Motivated to work hard and drive results in a fast-paced team environment.
- Highly organized, self-directed and a team player.
- Ability to multi-task and meet deadlines while ensuring accuracy and attention to detail.
- Public speaking is a strong point and you have an outgoing personality.
- Strong interpersonal skills and leadership ability.
- Knowledgeable about volunteer-based organizations and the social service sector.
- Demonstrated ability to collaborate with the community, staff and partner agencies.
- Ability to handle confidential and sensitive information discretely.
- Excellent oral and written communication skills.
- Proficiency in English and French is considered an asset.
- Ability to work flexible hours (evenings and weekends), as required.
- You reside in the Ottawa-Gatineau region, hold a valid driver's licence and have access to a vehicle.
- You are comfortable working with computers.
- You are willing to work onsite.

WHY WORK AT THE DISTRESS CENTRE?

- Full-time employment
- Competitive salary \$45,000 annually
- 6% of salary in lieu of a contribution to a pension plan
- Comprehensive Group Benefits Plan (includes dental, medical, and Health Spending Account)
- Competitive paid Vacation Leave
- Generous program of paid Sick Leave, Statutory Holidays and Christmas Holidays
- Free parking onsite
- Training and professional development opportunities
- Collaborative and supportive work environment with a hybrid remote/in-office schedule (minimum of 3 days/week in the office)
- Welcoming, caring, and respectful team culture that values diversity, equity, and inclusivity
- Rewarding workplace experience where we know we are making a difference every day
- Warm and inviting office located in Ottawa (West of Downtown)

If you share our passion and want to be part of the DCORs success story, please apply by Monday, May 13th by sending your covering letter and resume by e-mail to cladouceur@dcottawa.on.ca

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 2SLGBTQ+, 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.

Accommodations are available on request for candidates taking part in all aspects of the recruitment and selection process. Please contact our Executive Director if you require accommodation and we will work with all applicants to accommodate their individual accessibility needs.

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