



Distress Centres
of Greater Toronto

Student Placement Position Description - Distress Centres of Greater Toronto (DCGT) Remote

MISSION

We provide support for those in crisis, at risk for suicide and those experiencing emotional distress through 24/7 multi-lingual inbound, outbound and in-person programs.

VISION

We are the leader in providing resilience and hope through innovative crisis and mental health support.

DISTRESS CENTRE CORE VALUES

These values are our fundamental beliefs: they act as cornerstones, guiding our decision-making, how we relate to each other, and how we act. DCGT's core values are:

- Service – supporting the human experience
- Inclusion – living by the principles of diversity, equity and inclusion
- Innovation – embracing change and seeking new ways to improve services
- Integrity – being honest, authentic, ethical, and trustworthy/trusting
- Education – supporting the principle of continuous learning

QUALIFICATIONS

- Over 18 years of age
- Excellent computer skills (Word, Excel, MS teams)
- Clear Vulnerable Sector Check submitted **prior to placement start date**
- Good listening and communication skills
- Ability to be level-headed in crisis
- Team player with an ability to multi-task
- Accepting callers with a **variety** of concerns
- Ability to follow policies and procedures
- Teachable; open to learning and receiving feedback
- Excellent command of the English language (spoken and written)
- Ability to work remotely (access to personal computer and private space to conduct shifts)
- PC running Windows 10 or MacOS 11.X.X or greater (cannot use cell phones or Chromebook, Windows 7 is no longer supported)
- Stable and secure Internet connection (password protected hi-speed Wi-Fi internet connection with 30 Mbps download, 5 Mbps upload, Ping below 80ms, Jitter under 10ms)
- Reliable computer with Processor: 2.5 GHz+ or Mac M1, memory: 8 GB of RAM
- Complete 36-42 hours of training and assessment to proceed with placement, which involves 5-7 hours of preparatory reading, 27 hours of classroom training, and approximately 4-8 hours of coaching shifts. Consistently utilize the tools and skills taught in the classroom training



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PROGRAM INFORMATION

Distress Centres of Greater Toronto is a service agency dedicated to providing timely emotional support, crisis intervention, and suicide prevention to people in distress. We provide free, confidential support through our different programs to support marginalized populations across the GTA.

We offer four placement positions in our different programs to support the various needs of the GTA community.

AVAILABLE PLACEMENT POSITIONS:

English Helpline:

- Provide immediate confidential crisis support on the 24-hour crisis lines in a fast-paced and supported environment (this includes supporting DCGT's local lines as well as our national partner line, 988)
- Flexibility with availability for diverse shift times to support our 24-hour service (within the bounds of the College/University guidelines regarding placement hours).

Specifically, seeking candidates who are **available for a minimum of 1 evening/late night shift per week (e.g. 3:00-11:00PM with 1 hour break)**, and who are open to adjusting their scheduling based on the needs of the organization.

Text Program:

- Provide immediate confidential crisis support on the text crisis line (988) in a fast-paced and supportive environment
- Afternoon/evening availability between the hours of **4pm-1am** to support our text service (within the bounds of the College/University guidelines regarding placement hours)

Outbound Program:

- Provide confidential support to our Outbound clients through social/emotional support calls, medication reminders, and safety check in calls
- Available during **outbound hours (Monday-Wednesday 9am-5pm)** with some flexibility in the evenings to participate in training

Language Lines Program:

- Able to provide phone support in **Spanish, Portuguese, Cantonese, Mandarin, Hindi, Punjabi, and/or Urdu**
- Available to complete placement hours between **Monday-Friday 10am-10pm**
- Interested in completing in person outreach for language line programs and facilitating mental health workshops for community members in Peel Region and Toronto

Please note, an agreed upon schedule will be decided through collaborative discussion between the supervisor and practicum student. Changes to such a schedule will be discussed with and agreed upon by the supervisor before they are made.



ROLES AND RESPONSIBILITIES

- Complete 36-42 hours of training and assessment to proceed with placement, which involves 5-7 hours of preparatory reading, 27 hours of classroom training, and approximately 4-8 hours of coaching shifts. Consistently utilize the tools and skills taught in the classroom training
- When needed, support callers with information and referrals for Elder Abuse situations and/or suicide/crisis risk assessments and de-escalation and possibly immediate confidential crisis support
- Provide callers with confidential service using active listening and solution focused therapy techniques
- Offer support, handle/manage crisis situations over the phone or via our text support program, and give appropriate information and referrals
- Assess risk by exploring concerns, clarifying, discussing options to support callers
- Summarize calls and create reports and receive continuous feedback
- Performs any other duties as assigned/directed

OTHER GENERAL RESPONSIBILITIES AS ASSIGNED:

Training:

- If desired, work towards mentoring roles and support new volunteers through on-the-lines training

Volunteer Support and Engagement:

- Update volunteer information and complete reference check calls
- Assist in arranging socials/recognition events for volunteers
- Assist with daily correspondence and scheduling of volunteers

Community Information, Outreach and Miscellaneous Tasks:

- Assist staff with outreach for volunteers and clients in the Peel Region and/or GTA
- Attend community events to promote DCGT to the GTA community
- Research relevant topics to the services of DCGT and/or training
- Assist in data entry, intakes, discharges, organizing files, other admin duties on a regular basis
- Other duties as may be assigned