

John Howard

THE JOHN HOWARD SOCIETY OF FREDERICTON
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"Effective, just and humane responses to the causes and consequences of crime"

Crisis Responder Job Posting

Chimo Helpline, a division of the John Howard Society of Fredericton, Inc.

Job Purpose

We are looking for **Full-time, Bilingual Crisis Responders**.

Chimo Helpline is a toll-free telephone and chat service which provides confidential, bilingual crisis intervention service to all residents of New Brunswick 24 hours a day, 365 days a year. Our caring and compassionate responders provide support through active listening, problem solving, community resources and suicide intervention.

Benefits

- Invaluable experience for anyone wanting to work in the health care field;
- Health benefits including Dental and Vision after 3 months;
- Work in a supportive, inclusive environment;
- The ability to work remotely;
- 24 hour access to support on shift;
- Personalized and flexible training in crisis intervention;
- Consistent schedule;
- Rate of pay: \$15.00-\$20.00 per hour.

Duties and Responsibilities

- Assist contacts to sort out options and develop action plans while providing necessary support and assistance;
- Being a listening ear and providing emotional support;
- Assessing for suicide risk, safety planning and intervention;
- Provide callers with appropriate services and community resources;
- Maintaining anonymity and confidentiality of calls and location of Chimo Helpline;
- Keeping up to date with office resource and training materials;
- Maintain a positive work environment.

Qualifications

- **Bilingual in French and English required**;
- High school diploma;
- Past experience in human services roles and/or education;

- Flexibility, adaptability and takes initiative;
- Outstanding communication skills;
- Caring, empathetic and compassionate attitude;
- Working knowledge of Microsoft 365;
- Ability to maintain professional boundaries;
- Ability to work independently;
- ASIST course is an asset;
- Candidate must be willing to get a criminal background and social development check.