

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 **Part-time, Bilingual Crisis Responders** for weekends and evenings that may include overnight shifts. Although the schedule would be consistent, there would be other opportunities to pick up additional shifts throughout the week to increase hours.

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;
- 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.