



Volunteer Crisis Interveners Job Description

Job Purpose

We are looking for Volunteer Crisis Interveners to help us increase our capacity to answer calls. We require a minimum of 2 hours per week commitment with an option to volunteer for additional hours. Volunteer Crisis Intervener reports directly to the Executive Director and will be responsible to answer phone lines.

Chimo Helpline is a toll-free telephone 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 intervention workers provide support through active listening, problem solving, community resources and suicide intervention.

Duties and Responsibilities

- Assessing each call in the case of high risk suicide and providing intervention when necessary;
- Providing emotional support, information and referrals if necessary;
- Debrief with staff of any suicide, unusual, serious or harassing calls at the end of each shift,
- Complete call records;
- Maintaining anonymity and confidentiality of calls and Chimo Helpline;
- Keeping up to date with office resource materials and caller information;
- Maintain a positive office environment.

Qualifications

- Flexibility, adaptability and takes initiative;
- Outstanding communication skills;
- Caring and compassionate attitude;
- Must demonstrate empathy and non-judgemental attitude;
- Working knowledge of Microsoft Office Suite;
- ASIST training considered an asset, otherwise training will be provided;
- Candidate must be willing to get a criminal background and social development check.



VOLUNTEER APPLICATION FORM

Full Name:		Date of Birth: D____M____Y____
Current Address:		Home #: () ____ - ____ Cell #: () ____ - ____ E-Mail: _____
Occupation:	ASIST Certificate (Suicide Intervention): No: ____ Yes: ____ Date: _____	
Fill out references even if located in another province.	Languages Spoken: _____ Written: _____	
Reference Name: Phone: Email address:		
Reasons for wanting to volunteer with Chimo Helpline:		
Describe previous volunteer experience:		

What personal or professional experience would make you an asset for Chimo Helpline?

When will you be available for volunteering? (Check as many as apply)

Mornings Afternoons Early Evening Late Evening Weekends

Agreement with Chimo

In order to maintain the high standards that are essential to our organization, your ability to be a Crisis Intervener will be assessed at various stages during training and afterwards on the helpline. Chimo has the right to refuse any applicant qualified or not, based on the needs and funding of the organization.

Once your application is processed, you will be notified of our decision. If accepted, we will arrange an interview and discuss the role, your availability and training schedule. All staff and volunteers are required to complete a 2 day Applied Suicide Intervention Skills Training in addition to their in-house training (approx. 28 hours in total).

We will cover the cost of all training and ask that you are committing to working 2 hours per week for a minimum of 100 hours. Once your time commitment is fulfilled, we will provide you with your ASIST certificate.

I have read and accept the above and I hereby agree to maintain confidentiality in all matters pertaining to Chimo Helpline.

Signature

Date

Please return this form to chimo1@nb.aibn.com or by mail to:
Chimo Helpline Inc.
P.O. Box 1033
Fredericton, NB E3B 5C2