

POSITION DESCRIPTION

Position Title	Help Line Relief
Hours of work	Based on the needs of the organization: 0 to 40 hours/week
Location	Ontario Street
Reports to	Talk4Healing Supervisor
Review	The Help Line Relief are reviewed during the probationary period by the with annual evaluations conducted by the Talk4Healing Supervisor
Appointment	Relief
Affiliation	Union
Salary	Schedule A Pay Grid
Police Checks	Police Records Check -Vulnerable Sector
Date Board Approved	

Position Summary

Help Line Relief are responsible for providing coverage and support services, in Ojibway, Oji-Cree or Cree, to callers on the Anishinabe Women's Help Line during weekdays and weekends within an Anishinabe Health and Wellness Framework.

Key Responsibilities/Duties

To provide shift coverage and support to full-time staff during weekdays, statutory holidays and week-ends

To provide emotional and crisis support/intervention, safety planning, information and referrals to Anishinabe women to assess their situation, particularly with reference to their safety

To provide information and assistance in naming appropriate strategies; provides information and referral to appropriate community resources

To provide reliable and accurate information and services referral to Anishinabe women fleeing violent relationships

To provide information, support and assistance to friends, families, neighbours of abused Anishinabe women, service providers and other professionals in contact with abused women

To maintain records of all calls according to the format and guidelines set out by the Help Line

To provide services described in Ojibway, Oji-Cree or Cree

To operate in an unbiased, woman-positive, and non-judgmental manner, consistent with the philosophy of the service

To keep up to date with necessary information in order to accurately assess a caller's situation and to determine appropriate community resources if any

To keep up to date with professional development in order to understand the continuing emergence of new issues and acquire more in-depth information in the whole field of Anishinabe woman abuse.

To attend all mandatory trainings within the Help Line's internal training series as per agency policy

To access necessary services on behalf of callers in cases of emergency and/or situation where callers are not able to do so themselves, while respecting confidentiality

To maintain records of all calls according to the format and guidelines set out by the Anishinabe Women's Helpline

To maintain co-operative working relationships and participates in the general operation of the agency

To utilize downtime in an effective manner i.e.; debriefing, grounding, reading relevant materials, and reading agency communication tools

As required by section 72(1,2, & 3), of the Child and Family Services Act, to report all cases of suspected child abuse, or a child that is need of protection directly to the appropriate child protection agency, following the procedures established by the Anishinabe Women's Helpline

To ensure Health and Safety compliance in the workplace by following policies, procedures and best practices and reporting any unsafe environments

To follow confidential handling of client information as dictated by Privacy Legislation

To constructively participate in staff meetings, seminars and training sessions as required

To adhere to all policies and procedures and ensure adherence to program best practices.

To work from a wholistic perspective, utilizing the teachings of the medicine wheel and Seven Grandfather Teachings.

To take personal responsibility to increase sensitivity, awareness and implementation of Beendigen's cultural teachings and organizational practices in both professional conduct

To be prepared to work in conjunction with the philosophy and mandate of the Organization.

To preserve confidentiality of all residents, clients, staff, students, volunteers and agency information.

To represent the organization in a positive and professional manner at all times.

Any other duties as requested by the Talk4Healing Supervisor; commensurate with role.

The above statements are the general functions of the position, and should not be interpreted as a detailed description of all the work requirements that may pertain to the job.

Key Performance Indicators

That membership of the Staff Team contributes to the implementation of the organization's strategic plan.

Personal responsibility has been taken to increase sensitivity and awareness of the organization's Anishinabe Health and Wellness Framework.

That programs and services are culturally based and incorporate traditional knowledge

and practices of healing and wellness.

Performance and quality measurement in relation to phone etiquette, knowledge and professionalism and adherence to program best practices.

Enhanced skill level through training, learning and development.

Relationship of Indicators to Performance Development and Review Plan

This position description operates in conjunction with and forms part of the annual review/appraisal and career development process. An initial review will take place during the probationary period with the Talk4Healing Supervisor and then annually with the Talk4Healing Supervisor.

Key Selection Criteria

Required

An appropriate Bachelor's Degree or College Diploma with 2 to 3 years relevant experience.

Must speak Ojibway, Oji-Cree or Cree.

Knowledge, Skills and Abilities

Bilingual in English and Ojibway, Oji-Cree or Cree

Specialize in one-on-one counselling

Extensive knowledge and experience in family violence issues

Ability to view situations free from personal values, interests, beliefs, or judgment

Ability to handle difficult situations and distance oneself from client's problems or emotions

Excellent computer and database entry skills

Excellent oral and written communication skills

Knowledge about sensitivity to cultural differences and various economic backgrounds

Ability to act quickly and appropriately in situations of conflict in a direct, non-confrontational way

Strong written, verbal, and interpersonal communication skills

Preferred

Experience working in an Indigenous organization.

Working Conditions

Help Line Relief Workers usually work in a call centre environment, but the mission of the organization may sometimes take them to non-standard workplaces.

Hours of work are casual, normally 8 hours per day, in a 24/7, 365 days a year work environment with occasional overtime.

Additional Information

Help Line Relief are based at Ontario Street, however all employees may be required to work across other sites from time to time.

Ontario Health and Safety (OH&S) All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all potential hazards; and all incidents and injuries; as well as co-operating with any measures introduced in the workplace to improve OH&S.

Employment is subject to:

- Must provide a successful Police Records Check (Vulnerable Sector)
- Must undergo a “two step” tuberculosis skin test within 3 months of employment
- Ability to work shift work, including weekends and holidays
- Must sign Oath of Confidentiality
- First Aid and CPR Certification

Funding: Ministry of Community and Social Services

Affiliation: UNIFOR Local 229

Approved By: Board of Directors