

9-8-8 Volunteer Remote Responder

Klinik Community Health is seeking remote volunteers to support the offering of the 9-8-8 Crisis line within Manitoba.

9-8-8 Volunteer Remote Responders at Klinik Community Health provide non-judgemental, unbiased, crisis counselling support and intervention over the phone. Responders conduct safety/risk assessments with service users reaching out for support through 9-8-8, provide resources as needed, and are responsible for timely and accurate contact documentation.

This position is open for English speaking candidates across the province of Manitoba. Successful applicants will work within the 9-8-8 Team at Klinik Community Health and report to the 9-8-8 Clinical Supervisor and the Manager of Crisis Support Services.

About the position

As a 9-8-8 Volunteer Remote Responder at Klinik Community Health, you will be expected to:

- Commit to **PART-TIME** (minimum 4 hours per week) or **FULL-TIME** (8 hours per week) hours.
- Work variable hours and be available for a variety of shifts, including evenings and weekends.
- Carry out all work remotely through significant computer use.
- Have access to a workspace that is quiet and confidential with reliable high-speed internet.

Why volunteer?

As a 9-8-8 Volunteer Remote Responder at Klinik Community Health, you will gain:

Skills training

- Intensive training and support in suicide intervention, assessment, and de-escalation of crises and high-stress situations.
- Educational opportunities on how to provide compassionate care including the topics of harm reduction, 2SLGBTQIA+ identities and affirming care, responses to sexual violence, vicarious trauma, anti-oppressive practice, and decolonizing crisis work that prepare participants for a career in social service agencies and crisis support.
- Improved communication (written and verbal) and interpersonal skills.
- Increased self-awareness, understanding, reflection, and self-care skills.

Professional experience

- Access to clinical supervision to assist in the development and growth of your clinical skills (assessment, crisis intervention, active listening, and safety planning skills).

- Experience to support a future career in mental health, counselling, emergency services, etc.
- Experience supporting people across a range of issues and topics.

Mentorship and community

- Connection and support from trained colleagues and supervisors on an ongoing basis.
- Connection and collaboration within a community of responders engaged in this work.
- Knowledge that you have made a tangible difference in the lives of others.

Responsibilities

As a 9-8-8 Volunteer Remote Responder at Klinik Community Health, you will be responsible for:

Crisis support

- Provide crisis intervention support to callers, following 9-8-8 defined policies and practices.
- Answer/manage calls, complete risk and safety assessments, de-escalate, and plan for safety.
- Collaborate with callers to provide them with support in a compassionate manner.
- Use the least invasive steps necessary to establish safety. This may involve contacting emergency services with or without consent when no other avenue to ensure safety is possible.
- Maintain familiarity with essential national resources and provide as needed to callers.

Documentation and confidentiality

- Maintain accurate, timely, and detailed reports, documenting all required/identified data.
- Complete legally required reporting.
- Maintain strict confidentiality of callers and comply with policies of 9-8-8 and Klinik Community Health and the organizations' ethical and legal standards.

Working in a team

- Working alongside a cohesive team that consists of volunteers, staff counsellors, and the clinical supervisor.
- Consult and take direction from staff counsellors and the clinical supervisor as issues arise.
- Attend responder meetings, peer debriefings, and additional training sessions.
- Participate in regular quality assurance assessment of skills and documentation.
- Other duties as required/assigned.

Eligibility

As a 9-8-8 Volunteer Remote Responder, you must:

General requirements

- Be 18 years of age or older.
- Possess a high school diploma/equivalent or higher.

- Have satisfactory criminal record, child abuse and adult abuse registry checks.
- Have access to a workspace that is quiet and confidential with reliable high-speed internet.

Interpersonal skills

- Be empathetic, flexible, and adaptable in a variety of situations.
- Have excellent communication skills in English (spoken and written), with the ability to engage any individual regardless of background.
- Offer active listening, empathy, and patience.
- Excellent interpersonal skills and can positively interact with others.
- Be non-judgmental, open-minded, and accept diverse values and beliefs.

Crisis management

- Demonstrate confidence and ability to be level-headed during a crisis.
- Established practices to care for self, manage one's emotions and manage one's stress levels.

Teamwork

- Work independently, as well as collaboratively, within a team.
- Be reliable and flexible to work a variety of shifts.
- Receive and integrate feedback.
- Seek support as needed.

Applicants with the following are preferred:

- Pursuing or completed education/training in Social Services or a relevant field.
- Experience providing crisis support services and/or counselling services.
- Certified training in suicide prevention care such as ASIST or safeTALK.

How to Apply

To indicate your interest in this position, please submit the following to Volunteer Services at 988volunteers@klinik.mb.ca.

- cover letter
- resume, and
- [9-8-8 Volunteer Responder Application](#)

Volunteer Responder Applications will be accepted continuously, and a waitlist will be created as required. Following your application being received and accepted, interviews will occur. Interviews will be conducted by video/teleconference.

Klinik is committed to working towards having a more equitable and diverse workforce at all levels of our organization. We welcome and encourage persons who reflect the diversity of the communities we



Suicide Crisis Helpline
Ligne d'aide en cas de
crise de suicide



serve to apply, including those who identify as Indigenous, Black, Persons of Colour, 2SLGBTQQIA+, and/or those living with disabilities. Applicants are invited to self-declare in their cover letter.

Accommodations are available upon request during the assessment and selection process.

About Klinic

Klinic Community Health provides a full range of health-related services from medical care to counselling and education. Driven by our vision of creating healthy and engaged communities, we promote health and quality of life for people of every age, background, ethnicity, gender identity, and socio-economic circumstance. Rooted in social justice values, we believe that everyone deserves quality care, support and respect.

Volunteers are a critical part of Klinic Community Health and have been for decades. They have a remarkable impact on our Crisis program as they provide around the clock emotional support, referrals, and the opportunity for service users to feel heard, understood, and connected.

About 9-8-8

9-8-8 is a groundbreaking new three-digit service available Canada wide. 9-8-8 is a free service for Canadians who are, confronting suicidal ideation, emotional distress, or who are worried about a loved one. In the face of increased demand for crisis services, 9-8-8 provides:

- A number that is easy to remember in a moment of need
- Support in both English and French
- Access by phone or text
- Quick access to support from trained responders 24/7