



Telecare Cambridge Distress Centre
Box 32074
Cambridge ON N3H 5C6

Office: 519.658.2794
www.telecarecambridge.com

Distress Line Volunteer

Our mission is to provide active listening and emotional support so individuals in the community do not have to suffer in silence.

We require **Distress Line Volunteers** to maintain our phone lines so callers can talk to someone and not suffer in silence.

Duties & Responsibilities

- ▶ Answer the distress line during scheduled shift
- ▶ Provide emotional support to callers by:
 - Listening without judgement
 - Providing a safe, confidential and empathetic environment
 - Providing a social network
 - Assisting individuals to manage crisis and explore options
 - Assessing suicidal risk
 - Providing intervention in emergency situations (*with support*)
- ▶ Input statistical information into the computer database for every call
- ▶ Ensure confidentiality of information
- ▶ Ensure office is kept tidy and report any safety concerns to the Executive Director

Training

- ▶ 32 hours of extensive training on active listening, crisis management and suicide risk assessment
- ▶ 10 - 15 hours of in-service training depending on skill level
- ▶ Extra training or fast track options available on request

Qualifications

- ▶ Empathetic
- ▶ Excellent interpersonal and communication skills
- ▶ Open to learning new skills and able to build on existing skills
- ▶ Able to work in a team and independently – self starter

Term of Assignment

- ▶ 208 hours within a calendar year (encouragement to continue after the term is completed)
 - One 4 hour shift per week, every week for a year
 - Or Four 4 hour shifts per month for a year
 - Or any other combination that amounts to the necessary hours

Please note: *We do not allow more than four 4 hour shifts per week in any given week.*



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Benefits

- ▶ Flexible schedule
- ▶ Continual opportunities for learning through Telecare Cambridge and association partnerships
- ▶ Opportunity to learn new skills that are transferable to personal and occupational settings
- ▶ Able to give back to the community and make a difference in another persons life
- ▶ The opportunity to save a life, can change your life
- ▶ Volunteer appreciation functions – social potlucks, awards and community recognition
- ▶ Opportunities move into other positions within Telecare Cambridge
- ▶ Reference provided at end of term
 - Students requiring 40 hours must complete their 208 hours before a letter will be provided for your school

How to apply

Visit our website at www.telecarecambridge.com and go to the volunteer link then click on the on line application or fill out the PDF form and mail it in to:

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