



## Warm Line & Peer Crisis Support Volunteer

### Telephone and Chat Teams

*Revised May 2023*

#### Volunteer Requirement

Peer Support volunteers have gone through a process of recovery and have obtained peer support related training to assist others with mental health and/or addictions and/or homelessness challenges to identify and achieve life goals as part of their own recovery. Peer Support volunteers use strengths-based and recovery-oriented approaches with individuals and/or groups to help combat stigma, promote self-determination, and instill hope.

**\*\* At this time we are looking for individuals who would be able to cover all shifts (8am-4pm, 4-11pm and 11-8am)\*\***

#### Responsibilities:

- Provide peer support from a recovery framework to all callers including those in self-defined crisis utilizing internet chat functions or telephone
- Support individuals utilizing principles of wellness, hope and recovery
- Be able/willing to provide peer support (this will include evenings, weekends and overnights)

#### Technical Requirements:

- Volunteers will provide support from their own residence using a cloud based program (your number/ip address is never given out)
- Must have reliable computer, phone and internet.
- Telephone requirements – must have a phone with no answering machine.
- Must have private area in location where calls and or chats can be taken without interruption – and screen is not visible to others.

#### • Skills and Qualifications

- Must be able to work from a position of lived experience as a peer or direct family member.
- Knowledge of the mental health system.
- Lived Knowledge of peer support, recovery, and the mental health community
- Willingness to work a variety of hours including overnights, evenings, weekends and public holidays.
- Ability to work with a minimum of supervision.
- Must be comfortable with online platforms.
- Access to telephone and solid internet
- Lived knowledge of mental health recovery.
- Strong communication skill through chat/text platform.
- Must have WRAP, Pathways Training or other peer support mental health recovery training.
- Ability and willingness to cover all shifts (including overnights)

***Please email a letter explaining why you would like to be a Warm Line Volunteer and about your own recovery journey to Amy Thompson, Warm Line & Peer Crisis Support Manager by June 1, 2023***

***Email resume to: [amy.thompson@krasmancentre.com](mailto:amy.thompson@krasmancentre.com).***



This is a volunteer position but honorariums are provided and T4A issued (tax purposes) – this may have impact on social housing, financial supports (ODSP, OW, etc). Please speak to your contacts at these agencies prior to applying if you have concerns.

For more information about the Krasman Centre, please see [www.krasmancentre.com](http://www.krasmancentre.com)

Krasman Centre is a progressive work environment committed to employment equity, and promotion of diversity in the workplace. Those who would contribute to the further diversification of the organization are welcome to apply and include, but are not limited to, members of racialized, immigrant, indigenous and LGBTQ2S+ communities, and people with disabilities.

If you require assistance with an application process or wish to receive a posting in an alternate format, please contact us at [amy.thompson@krasmancentre.com](mailto:amy.thompson@krasmancentre.com). Accommodations are available on request for candidates taking part in all aspects of the selection process as per the Ontario Human Rights Code.

NOTE: This position is conditional upon the candidate having received all doses of a COVID-19 vaccine series approved by Health Canada or the World Health Organization, at least 14 days prior to the start date, as well as the expressed understanding and agreement that the candidate is required to maintain and/or obtain follow up vaccination(s) doses as approved by Health Canada or the World Health Organization throughout their employment with the Krasman Centre.