

VOLUNTEERS NEEDED



Krasman Centre Newcomers Warm Line and Peer Crisis Support Services

We are looking for volunteers who self-identify as having lived experience as Newcomers and strive to assist others, with the mental health challenges associated with being a Newcomer and/or the migration process.



Newcomer Peer Support Crisis Support Volunteer Telephone and Chat Teams

April 2024

Virtual

Volunteer Requirement

The Newcomers Warm Line and Peer Crisis Support Services will provide 24/7 mental health supports, to members of the Newcomer communities, utilizing volunteers who identify as peers from the communities being supported. Phone/chat services are provided in the language required by the individual seeking support, utilizing various translation methods/tools. Volunteers will receive honorariums and will provide the opportunity for the utilization of personal lived experiences. This is a virtual role.

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

- Responsibilities: Provide peer support from a Newcomer's lived experience while honoring the recovery framework to all callers, including those in self-defined crisis, utilizing chat functions or telephone
- Support individuals utilizing principles of wellness, hope and recovery
- Be able/willing to provide peer support (this will included 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 the ability to turn off answering machine feature, during the shift
- 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 from the Newcomer communities being supported.
- Knowledge of the mental health system.
- Willingness to work a variety of hours including overnights, evenings, weekends, and public holidays.
- Ability to work with minimum supervision.
- Ability to hold everyone in absolute high regard, inclusive of all life journeys
- Must be comfortable with online platforms.
- Access to telephone and solid internet
- Lived knowledge of mental health recovery.
- Strong communication skills through chat/text platform.
- Ability and willingness to cover all shifts (including overnights)



To apply please complete the application below:

https://forms.office.com/Pages/ResponsePage.aspx?id=KiVTfh7gY0CNaUPh_hUq9eRakD0VLfhApToZvTcbsXVUQk5ONVhXQ0ZDWkFNQIRDSEdMSEw5OFkyWi4u

If you require assistance with the application process or wish to receive a posting in an alternate format, please contact us at amy.thompson@krasmancentre.com and s.rogers@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.

For more information about the Krasman Centre, please visit www.krasmancentre.com

Krasman Centre is a progressive work environment committed to employment equity, and promotion of diversity and inclusion 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 women, persons with disabilities, Black, Indigenous, First Nations, Métis and Inuit peoples, members of racialized communities and 2SLGBTQ+ persons.

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 role with the Krasman Centre.