



Job Posting Internal/External – July 2026

TITLE: Warm Line and Peer Crisis Support Services (WLPCSS) Coordinator

CONTRACT: Part-time contract position starting as soon as possible ending October 1, 2026. This position is covering a leave of absence.

DEPARTMENT/PROGRAM: Warm Line & Peer Crisis Support Services

REPORTING: Amy Thompson Peer Support Manager

CLOSING DATE: Open until filled – interviews will be ongoing.

PURPOSE:

Coordinate the day-to-day operations of Warm Line and Peer Crisis Support Service -the coordinator role in 24-hour coverage. The Warm Line and Peer Crisis Support Services is a 24hour 365/day/year telephone and chat support service that offers both support and crisis intervention by utilizing a recovery-oriented peer support delivery model. Staff will utilize strengths-based and recovery-oriented approaches with individuals (volunteers/callers) to help combat stigma, promote self-determination, and instill hope. We hold all people in absolute high regard regardless of current life circumstance. The Warm Line strives to provide safe space for difficult conversations to occur.

Duties and Responsibilities

RESPONSIBILITIES:

- Scheduling team that includes 24/7 shifts on phones and chat
- Assist compiling/completing reporting, basic data and contributing monthly and/ or statistical reports.
- Provide 24/hr coverage to the Warm Line and Peer Crisis Support Volunteer Team – this includes but is not limited to.
 - Providing immediate debriefing support to volunteers on shift
 - Performing shifts change procedure (Min. 6x/day)
 - Providing technical support and troubleshooting issues with WLPCSS team, and/ or service providers – Unite and Tawk.to, etc.
 - Scheduling volunteer replacements for illness/sickness or no-shows
 - Follow the 911 Protocol when and if needed – ensuring that the principals of the Krasman Centre are maintained.
 - Other duties as required/ assigned

KNOWLEDGE AND SKILLS:

- Self-identify as an individual who has lived experience as a person with mental health issues and/or homelessness, and/or addictions
- Personal experience in recovery from a mental health and/or addiction challenge, and ability to draw upon wellness and recovery in providing intentional peer support
- Ability to engage with volunteer team members and negotiate complex boundaries of self-disclosure and appropriate supporting relationships.
- Ability to apply recovery principles and empowerment-oriented philosophies and practices with both volunteers and “callers”.

- Knowledge and skills in applying harm-reduction principles of mental health support to volunteers and “callers” including self harm and suicide
- Knowledge and skills in providing support from an anti-racist, anti-oppression framework
- Knowledge and experience in providing trauma-informed peer support and support to supporters
- Ability to engage participants (callers/volunteers) “where they are at” to be able to foster safe space for difficult conversations on the WLPCSS.
- Advocacy and peer support skills that are person-centered
- Extensive knowledge of local community mental health services and other resources, including formal and informal supports
- Ability to maintain a sense of calmness and strong communication during times of high stress and crisis.
- Ability to ask open-ended and inviting questions to collect a gather information needed – while maintaining a supportive/recovery-oriented role.
- Ability multi-task and shift focus when needed with very little/no notice (ie 911 protocol)

PEER SUPPORT VALUES

- Hope and recovery – acknowledging the power of hope and the positive impact that comes from a recovery approach.
- Self-determination – believing that each person intrinsically knows which path towards recovery is most suitable for them and their needs, noting that it is the peer’s choice whether to become involved in a peer support relationship.
- Empathetic and equal relationships – noting that the peer support relationship and all involved can benefit from the reciprocity and better understanding that comes from a similar lived experience.
- Dignity, respect and social inclusion – acknowledging the intrinsic worth of all individuals, whatever their background, preferences or situation.
- Integrity, authenticity and trust – noting that confidentiality, reliability and ethical behaviour are honoured in each interaction.
- Health and wellness – acknowledging all aspects of a healthy and full life.
- Lifelong learning and personal growth – acknowledging the value of learning, changing and developing new perspectives for all individuals.

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand and adhere to health and safety policies and procedures.

Physical requirements for this role include but are not limited to being able to provide immediate telephone support 24hr a day including being able to have a confidential area to support in addition to access to cell service with no interruptions.



SCHEDULE/WORKING CONDITIONS:

- Part time contract, 2-3 shifts per week 24hour on call coverage.
 - Please note this is a 24/hr on call position that does require evenings, weekends and overnights.
- On-call shifts are 24 hours total, typically going from 8am-8am.
- Compensation is \$180 per 24hour shift with 4 hours/daily of administrative task
Staff are not required to attend location to address concerns related to on-call and are able to "be on call" at their location while following all other Krasman Centre
- Shifts are on-call and 24 hours in total, typically from 8am-8am.

****While this position is anticipated to end on October 1, 2026, it may be concluded earlier if the employee who's Leave of Absence is being covered, returns to work sooner. We will provide you with at least two weeks' notice prior to the end date. Alternatively, the contract may be extended, if the leave of absence is extended.****

Application deadline: This posting will remain open until filled – ongoing interviews will occur as appropriate applications are received. Please note that only candidates with experience matching the requirements will be contacted for an interview.

Application Procedures: Please submit a detailed resume and cover letter to Amy Thompson amy.thompson@krasmancentre.com and info@krasmancentre.com Please quote **WLP CSS Coordinator** in your subject line.

Please Note:

• Krasman Centre strives to embody the values of respect, inclusion and diversity and has a strong commitment to employment equity. Krasman Centre seeks qualified candidates who share our commitment to equity, diversity, and inclusion. While all qualified candidates are invited to apply, we particularly welcome applications from women, persons with disabilities, Black, Indigenous, First Nations, Métis and Inuit peoples, members of racialized communities and 2SLGBTQ+ persons.

• If you require assistance with the application process or wish to receive this posting in an alternate format, please contact us: General email address: info@krasmancentre.com, Toll free phone #: 1-888-780- 0724

- Accommodations are available on request for candidates taking part in all aspects of the selection process as per the Ontario Human Rights Code.
- The successful applicant will be required to complete a Vulnerable Sector Screening.
- 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.

