

# VOLUNTEER AND CLIENT SUPPORT COORDINATOR

The Distress Centre of Ottawa and Region ([www.dcottawa.on.ca](http://www.dcottawa.on.ca)) is an entrepreneurial non-profit organization providing 24-hour, confidential active listening and outreach services offering crisis intervention, suicide prevention, emotional support, information, referrals, and professional development services. We are seeking an enthusiastic Volunteer and Client Support Coordinator.

As the successful candidate, you will participate in the training of the Centre's volunteer Responders, supervise new Responders during their probationary period and support them throughout their active service at the Distress Centre, assist in the ongoing development of Responders, and participate in the maintenance of systems and processes for client services. You will also deliver professional development workshops to social service agencies, community organizations, local businesses, and government departments. From time to time, you will staff the various distress/crisis lines, chat and text.

You are seeking a career-building opportunity. You are highly organized, self-directed, a team player, an effective communicator (written and oral) and committed to working in a volunteer-based environment. You display strong interpersonal skills and leadership ability. You have an outgoing personality. You are flexible to work some evenings and weekends.

You have a post-secondary degree in a relevant discipline with 2 to 3 years' experience, preferably in program coordination, social services, or adult education. You reside in the Ottawa-Gatineau region, hold a valid driver's licence and have access to a vehicle. You demonstrate computer proficiency in Microsoft Office applications. Your home environment allows you to work in a private and confidential setting since Distress Centre employees are currently working remotely. Bilingualism (English and French) is an asset.

This is a full-time, permanent position offering a comprehensive benefits package and a flexible work schedule. The starting salary for this position is \$44,156. Please apply by Monday, April 12<sup>th</sup>.

Please send your cover letter and resume by e-mail to [claframboise@dcottawa.on.ca](mailto:claframboise@dcottawa.on.ca).

***The Distress Centre of Ottawa and Region (DCOR) is committed to achieving an organization representative of the communities it serves. DCOR encourages applications from all qualified individuals, including racialized individuals, especially those who identify as Black or Indigenous (First Nations, Métis, or Inuit), as well as people who identify as LGBTQ2S+, and persons with a disability. When you apply, we invite you to indicate, on a voluntary basis, if you belong to one of these groups.***

***We thank all applicants for their interest.  
However, only those applicants considered for this position will be contacted.***