

## JOB INFORMATION

### BILINGUAL RESPONDER (AFTER HOURS/ON CALL CRISIS LINE), FSEAP

#### POSITION SUMMARY

FSEAP provides short-term solution-focused counselling services to individuals, couples and families. The position requires reporting to the director of FSEAP, and serving as a bilingual on-call responder for individuals experiencing distress. Services will focus on responding and providing appropriate intervention for crisis/ suicide calls following policies and procedures.

#### QUALIFICATIONS

- Bachelor's degree in a social services or equivalent experience
- Able to respond to all calls in a timely manner
- Demonstrates knowledge of risk factors and risk assessment
- Ability to create immediate safety plans with callers
- Demonstrates skills in working with diverse groups of people
- Demonstrates ability to work with complex issues and imminent personal and group trauma situations
- Knowledge of professional standards and ethical guidelines for social workers
- Demonstrates ability to work independently within program guidelines and best practices.
- Demonstrates ability to maintain respectful, collaborative and professional approach/ standards with clients and colleagues
- Demonstrates knowledge of resources and services available to clients
- Ability to safeguard confidential personal information
- Technical and computer skills including MS Word, PowerPoint and client databases
- Excellent oral and written communication skills in English and French preferred
- The position requires a minimal amount of physical activity, such as lifting. The services are primarily provided sitting down, or standing.
- Certified/Trained in Crisis Management. Offers of employment are contingent upon acceptable criminal background check

**EXTERNAL POSTING PERIOD:** January 4<sup>th</sup> – 18<sup>th</sup> 2019

*FSO is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. FSO is committed to ensuring that each individual will have genuine, open and unhindered access to employment opportunities. Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please let us know.*

**\*While we thank all candidates for their interest, only those selected for an interview will be contacted\***

#### TITLE:

Bilingual Responder (After Hours On Call), FSEAP

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#### REPORTS TO:

Director, FSEAP

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#### TEAM:

Family Services Ottawa  
Employee Assistance  
Program

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#### LOCATION:

Family Services Ottawa  
(FSO)

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#### HOURS OF WORK:

After Hours, Weekends and  
Holidays On Call

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#### CLOSING DATE:

Friday January 18<sup>th</sup> 2019

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#### APPLY TO:

[careers@familyservicesottawa.org](mailto:careers@familyservicesottawa.org)