

Youthspace.ca

Chat Volunteer Role Description

Position Description

The Chat Volunteer provides non-judgemental, empathetic support to youth (under 30yrs) via instant message (IM) and text message (SMS). By signing below I understand that my involvement at Youthspace.ca may be terminated should I violate this agreement at any time.

Responsibilities

- ✓ Establish rapport with visitors and explore their concerns and options using reflective listening skills
- ✓ Adhere to the ethics, Oath of Confidentiality, Philosophy Statement, and standards of service delivery outlined by NEED2 and Youthspace.ca
- ✓ Complete thorough Risk Assessments for youth in crisis
- ✓ Provide crisis support, and intervention as outlined in current policies and procedures
- ✓ Link youth to staff-approved community resources
- ✓ Complete appropriate paperwork according to current policies and procedures
- ✓ Consult and debrief with staff support on every shift and especially in challenging circumstances

Volunteer Commitment

- ✓ 25 hours basic Youthspace.ca Training
- ✓ Successful completion of ASIST (Applied Suicide Intervention Skills Training) 2 Day Workshop
- ✓ Attend additional training and supervision as needed, and take part in regular check-ins
- ✓ Minimum 140 hours of online service within 18months of training start date (3-4 hours/week), including once-per month commitment to “late shift” (ending at midnight) or acceptance of “Regular Shift”
- ✓ Maintain communication should your ability to shift once a week during your first year be interrupted

Skills and Qualities - Minimum Requirements

- ✓ Ability to read, write, and speak English fluently
- ✓ Basic computer skills
- ✓ Non-judgmental helping style
- ✓ Caring and compassionate communication skills (both written and verbal)
- ✓ Ability to remain calm and collected in high stress situations
- ✓ Willingness to ask for help when needed
- ✓ Willingness to debrief with and support co-volunteers
- ✓ Openness to feedback from staff, Chat visitors, and other volunteers
- ✓ One year recovery from any major life event such as death, loss, addiction, mental illness, etc. unless permission granted during interview process
- ✓ One year recovery from a personal suicide attempt or the suicide death of a significant individual
- ✓ Willingness to provide current Criminal Record Check with vulnerable sector check
- ✓ Commitment to inform Youthspace.ca Manager of any changes in criminal record

Volunteer Benefits

- ✓ Training and practice in reflective listening, risk assessment, and crisis intervention
- ✓ ASIST (Applied Suicide Intervention Skills Training) certification
- ✓ Advanced volunteer training and workshops, ongoing feedback on skills as a helper
- ✓ Letter of Reference when appropriate (only given after 50 hours of online service – following training)
- ✓ Social connection, community building and enjoyment

By signing below I confirm that I have read and understood the above job description. I agree that I fit this description and will abide by all expectations outlined for the full duration of my time with Youthspace.ca.

Name _____

Signature _____

Witness _____

Date _____