



**Distress Centres of Greater Toronto – Peel Helpline
Mississauga/Brampton
Practicum Opportunity: September 2020- April 2021**

DCGT (Peel) is a non-profit, charitable organization that has 6 telephone-based support services for the Peel populace. DCGT provides inbound and outbound services. DCGT provides free, confidential, multilingual and non-judgmental support and referrals for people in crisis/suicidal, people with mental health issues, for those individuals who are socially and psychologically isolated and the marginalized populations. Our English Helpline is available 24/7, 365 days of the year. DCGT's outbound programs provide safety check-ins, medication reminders and/or social calls. We focus on offering clients an opportunity to be heard by providing emotional support, companionship and a sense of community. The results of our programs reduce feelings of isolation and loneliness, providing positive coping skills, referrals to community services, helping people live independently, de-escalating mental health episodes and crisis and saving lives.

Position Roles & Responsibilities: Attend 36-40 hours of training, which involves 5-7 hours of preparatory reading, 21 hours of classroom training, and approximately 8-12 hours of coaching shifts. Constantly utilize the tools and skills taught in the classroom training. Provide immediate confidential crisis support on the 24-hour crisis lines in a fast-paced and supported environment (this includes supporting DCGT's local lines as well as our national partner line, CSPA). Flexibility with availability for diverse shift times in order to support our 24-hour service (within the bounds of the University guidelines regarding placement hours)

****Specifically, we are seeking candidates who are available for a minimum of 1 evening/late night shift per week (e.g. 3:00-11:00PM with 1 hour break), and who are open to adjusting their scheduling based on the needs of the organization.****

- Provide callers with confidential service using active listening and solution focused therapy techniques - Offer support, handle/manage crisis situations over the phone or via our text support program, and give appropriate information and referrals - Assess risk by exploring concerns, clarifying, discussing options to support callers - Conduct medication reminders, safety check-ins and social calls to clients of outbound programs - Summarize calls and create

reports and receive continuous feedback - Provide support to the bingo program once a month
- Travel may be required - Performs any other duties as assigned/directed

Please note, although we are a 24/7 service and this can offer flexibility in shift times, hours, etc., an agreed upon schedule will be decided on through collaborative discussion between the supervisor and practicum student. Changes to such schedule will be discussed with and agreed upon by the supervisor before they are made.

Other general responsibilities as assigned: training, volunteers support and engagement, community information, outreach & miscellaneous tasks.

If you are interested in this practicum opportunity, please:

1. Fill out the online form and follow the application procedures <https://www.spectrahelpline.org/volunteers/student-volunteering?start=1> Indicate in the application that you're applying for student placement. Submit your application by **11:59 pm on March 16, 2020**.
2. Email your resume, cover letter, and the date you submitted your application to Maureen Elliott (melliott@dcogt.com) and 'cc the Practicum Office (practicum.fsw@utoronto.ca)

This practicum is suitable for students in the Mental Health and Health stream and Social Justice and Diversity stream.

Practicum Requirement:

- Over 18 years of age
- Vulnerable Sector Police Check
- Attend training in May 2020
- Excellent command of the English language (spoken and written)
- Additional language skills are an asset, but not required

Students registered with University of Toronto Accessibility Services may receive appropriate accommodations for practicum settings. To register: <http://www.studentlife.utoronto.ca/as>
455 Spadina Ave., Suite 400; 416-978-8060