

iDetermine.ca Volunteer Chat Responder

About Role:

This is an opportunity to volunteer from home supporting the iDetermine live chat line. iDetermine.ca is The Redwood's safe, accessible, and private online platform for folks who are looking for support to leave or manage an abusive relationship. Our platform, www.iDetermine.ca, is available 24 hours a day, 7 days a week via live chat, text, and phone. Through accessing iDetermine.ca, survivors are connected to live support, safety assessment and risk management tools, psycho-educational information, and emotional support.

Work of Volunteers:

- Providing immediate and confidential support on the provider chat platform.
- Providing information and resources as needed.
- Utilizing platform tools to support chatters - such as our interactive safety assessment and risk management tools.
- Work with team members, providing support to each other on the platform's internal group chat.

Requirements:

- Must be able to commit to a regular schedule of one, 2-hour shift per week.
- Attend training and occasionally scheduled team meetings.
- Able to obtain a Vulnerable Sector Check.
- Access to a confidential computer and reliable internet connection.
- Relevant work and/or volunteer experience an asset.
- Ability to demonstrate our commitment to our mission by working from a client-centred, feminist, anti-racism/anti-oppression framework.
- The ability to demonstrate effective communication and problem-solving skills necessary to support chatters. Additionally, required to demonstrate effective written documentation regarding chats through our chat logs.
- Ability to operate computer systems, navigating through two platforms to deliver services simultaneously.

Not everyone is safe at home.

