



iDetermine.ca Volunteer Chat Responder

iDetermine.ca is The Redwood's 24/7 resource for those experiencing gender-based violence. On the platform, survivors can take the Safe Relationship Quiz, create an Individualized Risk Management Plan, reach out to The Redwood's Chat Line by text, live chat or phone, and find resources to support them in living free from abuse, homelessness, and poverty.

As a Chat Responder, you will answer incoming texts or live chats through an encrypted platform that provides safe, anonymous support. Communicating through typing, you will support the chatter in a trauma-informed, anti-racist, anti-oppression manner. Responders support with finding tailored resources, support the chatter to use the Risk Management Plan tool for safety planning, and provide emotional support.

Dates: Commit to the same weekly shift(s) for a minimum of 6-months.

Time: 2-hour shift to be determined with the Volunteer Coordinator.

Location: Virtual – Must have a private location to ensure confidentiality is maintained.

How to Apply: Send your resume and an introductory paragraph to The Redwood's Volunteer Coordinator, Hannah, at hlzimb@theredwood.com A virtual interview will be conducted with appropriate applicants.

Duties Include:

- Attend your weekly shift.
- Provide immediate written support to incoming text or live chat service users.
- Listen to service users, provide emotional support as needed.
- Work with the chatter to utilize iDetermine.ca tools, like the Safe Relationship Quiz and the Risk Management Plan.
- Use iDetermine.ca and alternate databases to find tailored resources as needed.
- Fill out and submit the Post-Chat log after each chat.
- Support your virtual team members, be open to providing and receiving peer-support.

What you need:

- Consistent weekly availability for a 2-hour shift.
- Computer literacy: be able to navigate between different databases and platforms quickly.
- Access to a confidential computer with private internet connection and confidential workspace.
- Ability to demonstrate a commitment to The Redwood's mission by providing client-centred, feminist, anti-racist, trauma-informed, anti-oppression support.
- Positive and constructive written communication style.
- Self-awareness - ability to work within role boundaries and position scope.
- Knowledge of trauma and the impact of gender-based violence is an asset.

**Qualifications:**

- Must provide a Vulnerable Sector Check (within the years 2022-2025) from your local police service or be able to apply for one.
- Must have a strong command of the English language. Second language is an asset.
- Must be over 19 years of age.
- Provide 2 references.

Training:

- Must be able to attend the 5-hour virtual orientation and training session provided by The Redwood's Volunteer Coordinator and Manager of Community Support and Outreach.

Benefits:

- Gain hands-on experience supporting survivors of gender-based violence.
- Gain experience working with a non-profit organization in the Violence Against Women sector.
- Gain insight into trauma-informed, anti-racist, anti-oppression shelter programs and resources.
- Gain experience being a part of a virtual volunteer team.
- Join in the fun of volunteer virtual and in-person recognition events.
- Receive a letter of Volunteer Confirmation after the minimum 6-months -upon request .

Additional Information:

As part of The Redwood's commitment to providing low-barrier volunteering, The Redwood will provide to the successful applicant:

- Compensation for the cost of the Vulnerable Sector Application upon proof of payment. Please keep your receipt and send via email to the Volunteer Coordinator, Hannah Zimbel, at hlzimmel@theredwood.com

If you have any questions about this position or the application process, please reach out to Hannah, either by email or phone:

Hannah Zimbel
Volunteer Coordinator
hlzimmel@theredwood.com
416-533-9372 ext. 233

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