

iDetermine.ca Volunteer Chat Responder

About Role:

This is an opportunity to volunteer from home supporting the iDetermine program. 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 online counselling, safety assessment and risk management tools, personalized referrals, psycho-educational information, and emotional support.

Work of Volunteers:

- Responding to live chat and text messages using the provider chat platform.
- Providing immediate and confidential support to individuals on the platform.
- Providing information and referrals.
- Utilizing platform tools to support chatters. Tools may include 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:

- Volunteers must commit to one, 2-hour shift per week for six (6) months minimum.
- Attend training and occasionally scheduled team meetings.
- Able to provide or obtain a Vulnerable Sector Check from local police.
- Access to a confidential computer and reliable Internet connection.
- Strong command of the written English language.
- Strong command of computer systems, with the ability to navigate through multiple platforms to deliver services simultaneously.
- 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 and document demographics of each chat in the chat log.

Not everyone is safe at home.

