

💡 **Join Tel-Aide Montréal: Make a Difference, Listen with Heart!**

🎯 **Position: Listener – Nighttime Telephone Listening Line** (11 p.m. - 7 a.m.)

📍 **In-person | 22-24 hours per week | 🕒 Night shifts | Occasional daytime shifts available**

Each night, individuals seeking a listening ear call Tel-Aide Montréal, sometimes because they have nowhere else to turn. They're not looking for advice or miracle solutions, just someone to listen.

At Tel-Aide, we firmly believe that active listening has the power to alleviate loneliness, isolation, and other daily challenges. We're looking for listeners to strengthen our nighttime team. You don't need to be a superhero, just someone ready to be there, fully present, without judgment, with respect, empathy, and discretion.

Your Responsibilities:

- Welcome each call with kindness and respect.
- Listen actively, without interrupting or judging.
- Offer a safe space where the caller can express themselves freely.
- Document calls simply, rigorously, and confidentially.
- Collaborate with the team to provide a human, professional, and consistent service.

What We're Looking for:

- Training or experience in helping relationships, mental health, or active listening.
- Ability to be present for others, even in silence.
- Autonomy and the ability to stay focused, even during night shifts.
- Bilingualism (French/English) to support a diverse range of callers.
- Genuine openness to differences, without trying to "fix" others.

Additional Assets:

- Experience in telephone intervention.
- Knowledge of community resources and mental health services in Quebec.

Why Join Tel-Aide?

- Because sometimes, a listening voice can make a difficult night easier.
- Because you'll be at the heart of an empathetic team that values both listening and silence.
- Because you'll receive specialized training, built on 50 years of expertise, led by a dedicated training team.
- Because you'll have access to ongoing training (internal and external) several times a year.
- Because this job connects you to what matters most: humanity, in its purest form.

📞 **Interested?**

Send your resume to recrutement@telaide.org.

💡 **Tel-Aide Montréal. Because listening is also opening your heart. ❤️**