

## **Listener – Nighttime Telephone Listening Line**

**56 hours every two weeks, flexible | Night shifts only 11pm – 7am | 100% Remote work | 24\$/hour**

### **A Demanding Role, An Essential Mission**

Every night, individuals call because they have no one else. They aren't seeking advice or miracle solutions. They need to be heard.

We are looking for experienced and bilingual listeners, ready to commit seriously to active nighttime listening. This position requires a strong capacity for listening and comfort in supporting individuals during vulnerable moments.

If you're prepared to offer your presence in these crucial moments, we want to meet you.

### **What We Are Looking For**

- Experience or training in helping relationships, active listening, or mental health (mandatory).
- Experience with night work or an understanding of nighttime work realities.
- Excellent command of both French and English, both spoken and written.
- Ability to remain focused and professional, even during difficult conversations.
- Respect for the boundaries of the role: listening without seeking to advise or "fix" the other person.

### **Assets:**

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

### **What You Will Do**

- Welcome each call with kindness, respect, and 100% attentive listening.
- Create a space where the caller can share their burdens without interruption or judgment.
- Document calls clearly and thoroughly.
- Collaborate with the team to ensure quality service and appropriate support.

### **This Position Is Not For You If...**

- You have no experience in helping relationships or active listening.
- You are not fully proficient in French and English.
- You do not wish to work at night and are unsure if you can handle this schedule.
- You are seeking temporary employment.

### **What You Gain In Return**

- Specialized training in active listening, the result of 50 years of expertise.
- Access to ongoing training (internal and external) several times a year.
- A profoundly human role, where every call matters.
- A caring team that values listening as much as silence.

To apply, please send resume and cover letter to [recrutement@telaide.org](mailto:recrutement@telaide.org)