



Sport Dispute Resolution Centre of Canada

Application Deadline: 4 p.m. (EST) on July 5, 2022

Starting Date: as soon as possible

Position: Canadian Sport Helpline Operator

The Sport Dispute Resolution Centre of Canada (the Centre) was established on April 1, 2004 under the Physical Activity and Sport Act (S.C. 2003, c. 2) to ensure the fair, equitable, transparent and timely resolution of disputes in Canadian sport, including such disputes as team selection and carding of amateur athletes. Effective June 1, 2004, the Centre became responsible for the adjudication of domestic doping cases in Canada. In 2019 the Centre was mandated by the Government of Canada to establish a helpline service so that members of the sport community could confidentially discuss situations of abuse, harassment or discrimination in sport. On July 6, 2021, the Centre was mandated to establish and deliver an independent safe sport mechanism at the national level.

Canadian Sport Helpline Operator

The Centre is seeking part-time contractors to respond to calls, emails and text messages from clients of the Canadian Sport Helpline, offer a listening service and refer them to the appropriate resources. The successful candidates will be assigned service periods based on availability and will perform their services remotely via a dedicated online platform.

Responsibilities: Operators are responsible for providing a professional response to calls and messages from the clients, offering support and recommending appropriate resources, as the circumstances so require, as well as ensuring a rigorous follow-up for all requests for assistance that are received. The operator is also assisting admissible clients during the preliminary steps of the Office of the Sport Integrity Commissioner (OSIC) complaint process, as well as facilitating access to support services. For statistical purposes only, the Operators will maintain up-to-date the anonymous register of calls and messages. The Operators will attend regular training and update meetings. and will collaborate with supervisors to foster a team spirit and to share best practices to ensure the service meets the needs and expectations of the clients.

Qualifications: This position requires a high level of interpersonal, oral and written communication skills. Candidates will have a strong sense of empathy, listening, analysis and adaptation skills, as well as relevant experience dealing with and intervening in crisis situations. Candidates will possess a university degree in a relevant field such as, but not limited to, psychology, counseling or social work, have experience working with clientele similar to that of the Canadian Sport Helpline, as well as be a member of the Canadian Sport Psychology Association or another relevant professional designation. Successful candidates will be comfortable performing their services in a virtual environment and must master online technologies. As the service is open between 8 a.m. and 8 p.m. Eastern time, candidates must also be available for some service periods on evenings and weekends. A solid knowledge of the Canadian sport system and its various components as well as the context of high-performance sport practice will be considered assets. Although not all Operators are required to be bilingual, bilingualism will be considered an important asset in order to ensure quality service in both official languages.

The Centre is committed to building a skilled, diverse team reflective of Canadian society. Thus, it promotes equity and encourages candidates to indicate voluntarily on their application their sexual identity, if they are Indigenous, a member of a visible minority group or a person with a disability.

The Centre is committed to developing inclusive, barrier-free selection processes and business environments. If contacted regarding this competition, please advise us of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner.

If you meet the above qualifications, please forward your resume, in confidence, to the contact information below. The Centre will only contact shortlisted candidates. No telephone inquiries please.

Salary Range: based on policy in effect.

To apply: helpline@crdsc-sdrcc.ca