



Canadian Centre to
End Human Trafficking

1-833-993-7867

hr@ccteht.ca

www.ccteht.ca

CAREER OPPORTUNITY

BILINGUAL HOTLINE RESPONSE ADVOCATE

EMPLOYER:

Canadian Centre to End
Human Trafficking

EMPLOYMENT TYPE:

Part-time contract;
3 x 8.5 hr shifts/week

JOB LOCATION:

Remote, must be eligible
to work and live in Canada

REPORTS TO:

Hotline Response
Managers

SALARY:

\$28.12/hour plus
benefits package

START DATE:

June 2025

ABOUT THE CENTRE

Founded in 2016, the Canadian Centre to End Human Trafficking (the Centre) is a national charity dedicated to ending all forms of human trafficking in Canada. To achieve this, the Centre mobilizes system change by collaborating with diverse partners, including survivor leaders, governments, private sector businesses, front-line service providers, police, and community advocates to advance best practices and eliminate duplicate efforts across Canada. We do this through education and awareness, policy development and advocacy, research and data collection, and knowledge transfer and convening.

On May 29, 2019, the Centre launched the Canadian Human Trafficking Hotline, providing a confidential and multilingual service operating 24/7 to connect victims and survivors across Canada with social services and law enforcement if they so choose. As the operator of the hotline, the Centre has a unique perspective on Canada's existing anti-trafficking safety net and the needs of those most impacted by this crime.

THE ROLE

The Centre is seeking passionate and skilled individuals to join our frontline team as part time bilingual hotline response advocates with the Canadian Human Trafficking Hotline.

While The Canadian Centre to End Human Trafficking is based in Toronto, our work is national in scope, and all positions are remote/work-from-home. The Centre provides the necessary work equipment; however, candidates must have access to a secure internet connection and a private, personal workspace.

KEY RESPONSIBILITIES

The Hotline Response Advocate plays a vital role in providing trauma-informed, survivor-centred, and timely support to anyone affected by human trafficking across Canada.

Hotline Response and Support

- Respond to incoming English and French calls, chats, emails, and other signals from survivors, service providers, community members, law enforcement, and government partners.
- Apply hotline response protocols to ensure consistent, high-quality, trauma-informed support.
- Provide emotional support and crisis de-escalation to those experiencing distress or trauma.
- Assess immediate safety concerns and engage in collaborative safety planning when needed.
- Take and assess reports of potential trafficking situations.
- Respond to urgent or high-risk situations and coordinate an appropriate response.
- Assess callers' service needs and connect them to appropriate referral organizations.
- Offer technical assistance and general information related to human trafficking and available services.

Documentation and Data

- Maintain clear, accurate, and timely call notes and data in accordance with protocols.
- Contribute to ongoing review and maintenance of hotline records to ensure data quality and accuracy.

Team Participation and Learning

- Contribute to the maintenance and development of hotline resources and learning materials.
- Contribute to cross-department projects, as requested.
- Participate, as requested, in internal trainings, onboarding of colleagues, peer-to-peer support, and feedback sessions to support organizational learning.
- Offer and receive peer support to foster a healthy and collaborative team culture.
- Engage in regular supervision, feedback sessions, performance evaluations, and professional development opportunities.
- Demonstrate adaptability and flexibility to support shift coverage and maintain uninterrupted service.

EXPERIENCE & EDUCATION

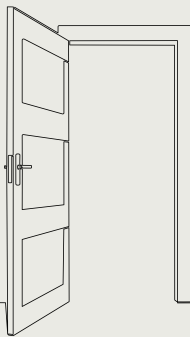
Required Qualifications and Skills

- At least one year of relevant experience in a related sector (e.g., social services, crisis response, community outreach).
- Ability to engage respectfully and build trust with people from diverse backgrounds, including those with complex needs or in crisis.
- Strong verbal and written communication skills, with the ability to adapt language and tone to meet each caller's needs.
- Skilled in providing emotional support, de-escalation, and safety planning in high-pressure situations.
- Ability to remain grounded, compassionate, and professional when navigating difficult conversations or unexpected challenges.
- Critical thinking and sound judgment, with the ability to make informed decisions quickly and responsibly.
- Consistent and reliable in following protocols, maintaining documentation, and upholding confidentiality and safety practices.
- Receptive to feedback, open to growth, and committed to continuous learning and professional development.

- Resilient, with a positive and trauma-informed approach to supporting vulnerable individuals and navigating emotionally intense work.
- Willing and able to work a flexible schedule, including evenings, overnights, weekends, and holidays.
- Reliable and punctual, ensuring uninterrupted hotline service.
- Oral and written French language proficiency (recommended a minimum intermediate/B1–B2 proficiency level)

Preferred Qualifications and Skills

- Educational focus in a relevant field (e.g. social work, crisis management, community/international development, gender studies), or a combination of education and experience that supports success in this role.
- Experience supporting individuals affected by trauma, marginalization, or exploitation in a survivor-centred, trauma-informed way, such as:
 - Working on a crisis or resource hotline.
 - Supporting survivors of trafficking, violence, or crime.
 - Assisting individuals without immigration status or facing systemic barriers.
- Experience working in a crisis intervention, case management, or emergency response setting.
- Proficiency with digital tools, including call/case management software, and ability to multitask across multiple screens.
- Ability to write clear, concise, and accurate case notes.



Please apply, even if you don't check every box

Please don't be discouraged from applying if you don't meet the precise combination of skills, qualifications and experience listed in this job ad. Skills and experience come in many forms — lived experience and non-traditional paths are valued here.

WHY WORK WITH US

- **Impactful work:** We are a mission-driven team that is passionate about creating social change to end all forms of human trafficking in Canada.
- **Inclusive and supportive culture:** We celebrate and value diversity and embrace the value that unique perspectives, talents and experiences bring to our work. When asked how they would describe The Centre, the top three answers from our team are "supportive," "collaborative," and "open".

- **Opportunities for growth:** We are committed to supporting the professional development of our team. We ensure an annual professional development budget so that our team has opportunities to learn and grow at The Centre.
- **Great benefits:** We have a competitive benefit package available to our team and their dependents that prioritizes well-being and work-life balance.
- **Employer matching pension program:** We match up to four percent of pension contributions for all full-time staff.
- **Paid time off:** We offer all full-time, salaried team members with 20 days of vacation per year, prorated for partial years of service and part-time employment. Full time team members receive 10 paid sick days per calendar year. Part time team members receive 5 paid sick days per calendar year. Our policies provide flexibility for extenuating life circumstances.
- **Remote working environment:** We are a 100% remote workplace. Our team members are all provided with the equipment they need to succeed in their roles, and we offer a \$300/year stipend to support a safe and functional home office environment.
- **Flexibility:** Our team can live and work from anywhere in Canada and can work outside of Canada for up to three months with prior approval. Staff that aren't required to do shift work are eligible for year-round flextime, as well as seasonal flextime between June–August so that team members can take up to an additional five Fridays off during the summer months.

HOW TO APPLY

We strongly encourage applications from survivors of human trafficking, as well as individuals from historically excluded communities.

Please submit a resume and cover letter highlighting what has led to your interest in working within the anti-trafficking sector and what you can bring to this role. Submit applications to hr@ccteht.ca by **June 4, 2025, 11:59 p.m. EST**, with "**Part Time Hotline Response Advocate**" in the subject line. Finally, please include your full name in the file names of any attachments you provide.

Applicants must be eligible to work and reside in Canada. Only candidates selected for an interview will be contacted.

The Canadian Centre to End Human Trafficking is committed to equitable hiring practices and follows the Ontario Human Rights Code in all recruitment and employment decisions.

We are happy to support the accessibility needs of applicants at any stage of the hiring process. If you require accommodations to support your full participation, please contact us — we will work with you to ensure a respectful and inclusive experience.

WHAT TO EXPECT

- Selected candidates will receive a screening email with logistical questions to ensure both parties are in alignment with the time commitments and expectations of the role
- First-round interviews conducted online via Zoom or Teams
- Bilingual applicants may be asked to participate in French language proficiency test
- Request for three references (work, academic, and/or character)

Please note that part-time hires may be scheduled for additional hours during their initial onboarding to accommodate training.

Please note that all employees are required to complete a criminal background check. This process may identify any criminal convictions that have not been pardoned or suspended, based on information in the RCMP National Repository of Criminal Records.

All results will remain confidential. Having a criminal record does not automatically disqualify you from employment. We assess each situation individually and are committed to fair and equitable hiring practices. If you have concerns about anything that might be raised in the criminal record check, please let the hiring manager know during the recruitment process.

For more information about the Centre, please visit our website at:
www.canadiancentretoendhumantrafficking.ca