

Information Professional Practicum

McGill University – School of Information Studies

Host Organization: Kids Help Phone – Jeunesse J'écoute, Department of Knowledge Mobilization

Project Title: Data Coordination - Resources Around Me

Description of Duties:

Every day, Kids Help Phone counsellors connect with youth from communities all over Canada. To ensure these youth receive the local, and lasting, support and services they need, our counsellors rely on our Community Resource Database of youth-serving agencies throughout Canada. This fall, for the first time, Kids Help Phone is launching our Community Resource Database online via our Teen English and French websites in a new feature, Resources Around Me. With this new online tool, young people will independently be able to search for resources around them to help them cope with the issues they are facing.

The launch of this feature requires a significant amount of data coordination according to recognized Information and Referral standards, Kids Help Phone Style Guide and an authorized classification system, the AIRS/211 Taxonomy of Human Services.

The role of the practicum student will be to assist with this data coordination, having responsibility for updating and preparing for launch a subset of Community Resource Database records according to these standards and indexing principles.

The position will also include other tasks, as assigned, in support of the Information and Referral practices at Kids Help Phone.

This position will be on-site at the Montreal Regional office with supervision coordinated virtually from Kids Help Phone's National Office in Toronto, Ontario. As such, the practicum student must be prepared for a considerable amount of autonomous work as well as inclined to use technology (i.e. Skype, email, telephone, screen sharing, Google hangout etc) to support distance communication (programs and technology to be supplied by host organization).

Qualifications and Skills: This position is best suited for a SIS student interested in a placement opportunity within the not-for-profit sector. The student should possess strong organizational skills and a keen attention to detail. Database design, classification and taxonomy experience is preferred but not required. Experience with our Community Resource Database platform, iCarol, is also not required; sufficient training will be provided as part of the practicum placement. Bilingualism in French and English will be a strong asset.

Expected Outcomes: This practicum will provide an opportunity to work within an information-based environment and practice skills learnt in SIS course work. The practicum student will play a key role in

shaping the quality of Kids Help Phone's Community Resource Database as well as gain an appreciation of the importance of this technology to our service mandate.

Supervisor Contact Information:

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More information about Kids Help Phone / Jeunesse Jéécoute:

Since 1989, Kids Help Phone has been Canada's only national phone counselling service for young people, supporting their mental health and well-being. In recent years, given the increased interconnectedness between young people and technology, we have added several online modalities to our service delivery. These include: our "Ask Us OnLine" web post service providing an individualized response from a counsellor to a young person's posted question for counselling support; an interactive counselling website providing resources, tools and an online community for young people on over 50 topics; and most recently, we have added IM/Chat modality to our counselling services. Since our inception, we have provided our services to millions of young people, 24/7, 365 days a year, from urban, rural and remote communities, from every walk of life, and in both official languages. Kids Help Phone's professional counsellors are there when other services and supports are not – because young people are on waiting lists for help, are in between appointments, are not ready or able to reach out for help in other ways or, because no help is available in their community. Every day, Kids Help Phone's professional counsellors hear from kids who are experiencing the loneliness of depression, the paralyzing fear of anxiety, who are feeling the pressures to succeed, compete, or conform, or, too often, from kids who have lost all hope and are considering self-harm or suicide.

Kids Help Phone has a unique and comprehensive perspective with respect to what is happening in young people's lives all over Ontario and Canada. Children and youth feel safe contacting Kids Help Phone, trusting that what they tell us is anonymous and confidential, and most importantly, that they have somewhere to turn for help, even if it's at 3 a.m.

Because of the importance of our work with young people, we place a strong organizational focus on ensuring our professional counsellors have the latest clinical information and research on issues impacting young people. Towards that end, we have a Knowledge Mobilization Department which develops clinically sound, evidence-based content and counselling best practices for counsellors on over 55 topics. This information is held in our 'Knowledge Management System' (KMS) which is digitally accessible to counsellors (while on a call or IM Chat, or answering a web post). The KMS system provides counsellors with quick, interactive access to all of Kids Help Phone's Knowledge Mobilization documents as well as external information including published articles from industry

journals, media articles, provincial and federal legislation, and youth marketing information. This allows counsellors to work efficiently and effectively when helping a young person.

In addition, we have developed and maintain the largest Community Resource Database for children, youth and young adults in Canada. Our professional counsellors use this database to provide the young people who contact us with up-to-date program information about local services in their own community. The database holds over 46,000 programs serving more than 17,500 communities across Canada. Programs include, but are not limited to, food banks, shelters, mental health services, child protection agencies, culturally-relevant and ethno-specific services, local law enforcement and many other youth-focused programs and services.