

Job Announcement

Job Title: Acting Manager, Volunteers and Training, Distress Services
Reports to: Program Director, Distress Services

The Crisis Centre of BC

The Crisis Centre of BC is dedicated to providing help and hope to individuals, organizations, and communities.

Our offices are located on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh nations. We have been in operation since 1969.

Spanning the spectrum of crisis support, suicide prevention, and postvention, we offer:

- Immediate access to barrier-free, non-judgemental, confidential support and follow-up through 24/7 phone lines and online services.
- Education and training programs that promote mental wellness and equip schools, organizations and communities to assist people at risk of suicide.

Our programs work to ensure timely access to support, destigmatize suicide and mental health concerns, and increase awareness and skills for mental health. We foster and create compassionate, connected, suicide-safer communities.

About the Role

The Acting Manager, Volunteers and Training, Distress Services is responsible for overseeing all aspects of our Distress Services (DS) Volunteer and Training team, including operations, program delivery and development, and personnel matters. You will be involved in nurturing a vibrant organizational culture, facilitating excellent communication, and designing programs that utilize best practices and foster effective outcomes.

You will report to the Program Director, Distress Services and work closely with them and the DS Leadership Team to provide leadership and direction to the DS team, engaging in collaborative

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problem solving and ensuring cohesion and consistency across the DS Program in our operations, service delivery, and care of staff, volunteers, and service users. As a leader, you will be a role model for your team and establish positive rapport across The Crisis Centre of BC, promoting approaches that are consistent with our vision, mission, and values.

Details

- Hours per Week: 35
- Salary: \$75,000 annually
- Benefits Offered:
 - 3 weeks of vacation accrued at 6% of earnings with increases as per Personnel Handbook
 - 10 days of wellness leave
 - Access to Kii Health
 - Access to Crisis Centre workshops
- Working Model: Primarily onsite at the Crisis Centre with flexibility for some hybrid work

This is a 6-month term position with the possibility of an extension.

What You'll Do

Leadership:

- Oversee the overall direction and wellbeing of the DS Volunteers as well as the Training Team.
- Supervise and support the DS volunteer management and training delivery/development staff and volunteer teams.
- Provide leadership, direction, support, compassionate care, and set a positive cultural tone.
- Manage HR related matters for training staff and volunteers, including recruitment, training, scheduling, development, reviews, performance management, and navigating questions or concerns.
- Attend, plan, and participate in regular meetings with your supervisor, peers, and direct reports.
- Keep up-to-date on service delivery needs and trends and incorporate recent research findings from Crisis Intervention and Suicidology fields as needed for program enhancement.
- Adhere to and implement all organizational policies, procedures, practices, and processes.
- Perform other duties as assigned.

Volunteer Management:

- Develop and review policies and procedures, reporting metrics, and statistics for different aspects of volunteer management.

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- Develop and manage proactive strategies to address volunteer retention, burnout, and compassion fatigue.
- Liaise with other departments of the organization to develop and coordinate volunteer engagement initiatives, appreciation activities, data/website management and to plan recruitment strategies.
- Recruit and train Interview Team members and develop other senior volunteer teams to increase capacity for volunteer intake, engagement, and retention.
- Work with individual volunteers who require complex case management.
- Develop plans and strategies for a robust and diverse volunteer team for the DS Program.

- Work with scheduling to determine volunteer needs for frontline service delivery.
- Develop screening activities across the volunteer life cycle that meet best standards of practices and research in the field of Crisis Intervention and Suicidology.

Training Delivery and Development:

- Enhance and align training to best practices in the field of Suicidology and Crisis Intervention.
- Manage training delivery for basic training, monitoring, and ongoing check-in workshops; tracking learning outcomes, allocating staff and training hours to meet training delivery needs
- Co-develop and lead the integration of 988 training into our basic training volunteer program.
- Develop processes and systems to enhance crisis services responder competencies.
- Identify training and skill development opportunities for DS staff and volunteers.
- Develop training effectiveness and outcome measures related to service level metrics.
- Review and update training manual, facilitation notes, and training forms.
- Develop enhanced processes and systems for training delivery operations.

About You

Skills and Abilities

- Mature leader with a proven ability to support and motivate volunteers and staff.
- Excellent emotional intelligence, interpersonal, organization, and supervisory skills.
- Demonstrated critical decision-making abilities and ability to provide constructive feedback.
- Ability to work with a minimum of supervision and willingness to work flexible hours.
- Experience in human resources and workforce planning.
- Experience with workforce management tools, and/or learning management systems is a plus
- Experience developing programs and competence in delivering and developing training.

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- Above average facilitation and presentation skills
- Ability to work in a team setting and collaborate across departments.
- Demonstrated ability to de-escalate tense situations and handle sensitive matters with tact, diplomacy, and good judgement.

Qualifications

- A passion for providing crisis support and suicide prevention.
- Excellent knowledge of and skills relating to crisis intervention and suicide risk assessment.
- Comprehensive work background, with emphasis on supervision and program management.
- 5+ years of management experience, preferably in volunteer services, adult learning / training, or 24/7 crisis oriented environment.
- A diploma in volunteer management, adult learning, or nonprofit management.
- A combination of relevant education and experience may be considered.

Working Conditions

The Acting Manager, Volunteers and Training, Distress Services, is a full-time 35-hour position. This position requires some evening and weekend availability. The work of DS is conducted at our main location and it is expected that this role will be primarily on-site, though there is flexibility for some hybrid work. This position requires a high level of team collaboration and transparency, yet also requires significant autonomy and ability to move forward effectively on decisions. The work is generally performed in a favourable environment, however, the employee will be required to respond to situations outside of their normal working hours and will frequently be engaging in crisis intervention and suicide prevention work where compassion fatigue and/or vicarious trauma is a possibility.

Application Process

This position is vacant and will be filled as soon as a qualified applicant is found.

The deadline to apply is March 14, 2025

We want to be transparent with what's next.



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To apply, please submit your PDF cover letter and resume named “*Cover Letter & Resume - (Your Name)*” as **a single PDF attachment** to applications@crisiscentre.bc.ca with the job title of Acting Manager, Volunteers and Training, Distress Services in the subject line.

In your cover letter, please be specific about what skills and talents you will bring to the position. *What do you want us to know about you that we can't find in your resume which makes you the best candidate?*

We will review applications as they are submitted and have a rolling interview process.

Shortlisted candidates will be contacted by phone or email to arrange an interview.

Two interviews will be held with Alain Bedard-Gibson, Program Director, Distress Services & Melissa Van Dyk, Director, Program Operations.

The successful candidate will have to complete a Vulnerable Sector Criminal Records Check. We appreciate all those who submit an application.