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National Suicide Crisis Helpline

310-6789

BC Mental Health & Crisis Response

Job Announcement

Job Title: People & Culture Specialist

Supervisor: Director of Finance & Administration

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 People & Culture Specialist plays a vital role in supporting a consistent, inclusive, and values-aligned experience for staff across the entire employee lifecycle — from recruitment and onboarding to benefits, performance, and offboarding.

This role balances hands-on HR delivery with a strategic advisory function, ensuring HR best practices align with the Centre's goals and evolving workforce needs. You'll maintain accurate and compliant documentation, coordinate internal processes, and help build the systems and culture that keep people informed, supported, and connected. We value a diverse workforce and are committed to fostering an inclusive, equitable environment where everyone feels respected and supported.

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Details

- Hours per Week: Permanent, Full-Time (35 hours/week)
- Salary Range: \$66,000 – \$71,000 annually
- Benefits Offered:
 - 3 weeks of vacation accrued at 6% of earnings with increases as per Personnel Handbook
 - 10 days of wellness leave
 - Overtime paid in excess of 40 hours per week or 8 hours per day
 - Access to EAP
 - Access to Crisis Centre workshops
 - Extended health & dental after 3 months
 - RRSP following one year of employment
- Working Model: Hybrid - Vancouver office (3 days/week) and remote

What You'll Do

HR Operations & Advisory

- Manage and continuously improve HR processes and policies to strengthen employee experience and operational efficiency
- Support the annual performance review cycle, goal setting, development planning, and probationary reviews
- Lead the Health & Safety Committee and support workplace practices to ensure compliance with standards and legislation
- Provide day-to-day support and guidance to managers and directors on employee relations, performance management, conflict resolution, and policy interpretation
- Support the Centre's equity, diversity, and inclusion efforts through policy development, inclusive hiring practices, and staff training initiatives.
- Act as a trusted and confidential advisor to leadership team on workforce planning, change initiatives, and organizational development
- Support salary benchmarking, compensation reviews, and annual salary adjustments
- Monitor HR trends and legislation, ensuring compliance and recommending improvements
- Assist with developing, implementing, and communicating HR programs, initiatives, and policy updates
- Support budget tracking related to HR operations and programs
- Perform other related duties and projects in areas such as engagement, learning and development, and wellness

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Recruitment & Onboarding

- Serve as the primary point of contact for day-to-day HR operations, providing clear and timely support to employees and managers
- Maintain and update employee information in HR systems, ensuring accuracy, confidentiality, and compliance
- Lead and coordinate full-cycle recruitment: job descriptions, job postings, screening, interviews, offers, reference checks, and employment contracts
- Facilitate onboarding for new hires, including welcome communications, workspace setup, benefits enrolment, and payroll coordination

Benefit Management

- Enrol new hires in benefit programs and manage updates related to life events
- Be the primary point of contact for benefits, wellness, handbook, and vacation inquiries
- Track open enrolment timelines, liaise with benefit providers, and maintain accurate benefit records
- Support the bi-weekly payroll process by reviewing employee setup and benefits information for accuracy

HR Systems & Process Development

- Recommend and implement HR tools and software to support evolving organizational needs
- Build, maintain, and improve internal HR systems, workflows, and shared resources
- Streamline processes through automation and identify opportunities to increase efficiency
- Document and regularly update SOPs, templates, and process guides to ensure clarity and consistency
- Identify inefficiencies and propose scalable, practical solutions to strengthen a sustainable HR infrastructure

Engagement & Culture

- Administer employee surveys and assist with action planning and follow-up
- Coordinate staff recognition activities and milestone acknowledgments
- Participate in and help lead Centre-wide events, wellness sessions, and town halls
- Contribute to a respectful, inclusive workplace by supporting DEI-related events, resources, and learning opportunities.

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About You

- You bring proven experience managing day-to-day HR operations across the employee lifecycle and align HR practices with organizational goals
- You have strong skills in recruitment, onboarding, performance management, and employee relations, providing clear guidance and trusted advice to managers and staff
- You understand employment legislation and HR policy development, ensuring compliance through sound processes and accurate record keeping
- You are experienced in supporting and coordinating HR programs and projects across engagement, wellness, and learning and development
- You demonstrate health and safety leadership and ensure standards are met through active committee work and compliance practices
- You are committed to diversity, equity, and inclusion and help foster a respectful, supportive workplace culture
- You are a clear communicator with strong written and verbal abilities and a collaborative, approachable style
- You are analytical and organized, able to interpret HR data and provide insights for informed decisions
- You demonstrate strong business acumen, sound judgment, and handle confidential information with professionalism and integrity
- You balance day-to-day execution with proactive contributions to big-picture HR planning and continuous improvement
- You are adaptable and proactive, comfortable managing competing priorities in a dynamic environment

Qualifications

- Minimum 3 years of experience in a full-cycle Human Resources role, with a focus on both day-to-day HR operations and program support
- Minimum 3 years of experience leading recruitment processes
- Experience implementing or coordinating organization-wide HR programs is an asset
- Degree or diploma from a recognized post-secondary institution in a relevant field, or an equivalent combination of education and experience
- Familiarity with Google Workspace and payroll systems such as Payworks is an asset
- CPHR designation or working towards it is an asset
- Strong skills in documentation, scheduling, and communication
- Ability to work independently, exercise sound judgment, and handle sensitive information with professionalism

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Workplace Expectations

This is a permanent full-time position (35 hours per week) based in Vancouver, BC, with a hybrid work arrangement. The Specialist is expected to be on-site three days per week, to support onboarding, collaboration, and team engagement. Remaining hours may be worked remotely, based on task requirements, organizational needs, and direction from the Director. Active participation in Centre-wide meetings, wellness initiatives, training opportunities, and social events is expected as part of fostering a connected and inclusive workplace culture.

Salary Range: \$66,000 – \$71,000 annually

This position falls within the Specialist pay band, with a salary range designed to reflect experience, proficiency, and growth within the role. Placement within the range will be based on qualifications and relevant experience.

Application Process

This position is vacant and will be filled as soon as a qualified applicant is found. The deadline to apply for this position is September 19, 2025.

We want to be transparent with what's next.

Please submit your PDF cover letter and resume named “Cover Letter and Resume - (Your Name)” as a **single PDF attachment** to applications@crisiscentre.bc.ca with the job title People & Culture Specialist 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 to arrange an interview.

The interview process will include a phone call and two in person interviews to be held at the Crisis Centre.

The successful candidate will have to complete a Vulnerable Sector Criminal Records Check.

We appreciate all those who submit an application.