

## Job Announcement

**Job Title:** Coordinator, Volunteers and Training  
**Reports to (Role):** Manager, Volunteers and Training

### 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 Coordinator, Volunteers & Training is responsible for ensuring a smooth onboarding and training experience for Distress Services (DS) volunteers by leading the training-related aspects of the intake process for new DS volunteers, providing facilitation of training sessions, coordinating training and monitoring schedules, and ensuring systems are in place to evaluate training delivery, review feedback, and implement necessary improvements. You will ensure DS volunteers are supported, engaged, and motivated throughout the volunteer lifecycle; assisting the Manager, Volunteers & Training in recruiting and overseeing Interview team volunteers and partnering with the Coordinator, Training in providing support to the volunteer monitoring team. Working closely with the DS Volunteers and Training team, you will play a key role in the screening and selection of candidates for our training and volunteer program.

As a core member of the DS Volunteers and Training Team, you will work collaboratively with the Coordinator, Volunteers, the Coordinator, Training, and the Manager, Volunteers and Training to support training and volunteer management functions; nurturing a vibrant volunteer culture, and utilizing your excellent administrative skills to achieve our shared vision in training and volunteer management.

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National Suicide Crisis Helpline

**310-6789**

BC Mental Health & Crisis Response

## Details

- Hours per Week: 35
- Hourly Rate: \$32.97
- Benefits Offered:
  - FSEAP
  - 3 weeks of vacation accrued at 6% of earnings with increases as per Personnel Handbook
  - 10 days of wellness leave
  - Extended Health Benefits following 3 months of employment
  - RRSP following one year of continuous employment in this role
  - Access to Crisis Centre workshops
- Working Model: A hybrid of remote and onsite at the Crisis Centre

## What You'll Do

- Oversee training evaluation, implementation, tracking, and reporting and provide recommendations for training development and operations.
- Oversee and support the DS volunteers' engagement with online training modules and ongoing training opportunities throughout the volunteer life cycle, tracking completion and learning outcomes.
- Lead the implementation of training development enhancements and ongoing maintenance of the online training modules
- Assist with training development tasks and projects
- Create the annual Training calendar for basic training sessions, 3 & 9 month check-ins, Refresher training, and monitoring periods, according to departmental goals and resources.
- Provide support to volunteers during basic training by answering training-related questions, supporting concerns, and providing additional learning supports that arise during training cycles.
- Ensure volunteers are set up with the required accounts and software to deliver front-line crisis services, liaising with other DS staff as required.
- Co-facilitate Distress Services Basic Training, 3 & 9 month check-ins and Refresher training
- Deliver live call/SMS monitoring to volunteers across all DS monitoring types (Basic Training, 3 month, 9 month, Refresher, QA and Re-entry)
- Collaborate with the Coordinator, Training as well as the Volunteers and Training team to evaluate trainees for solo work based on the competency benchmarks for frontline crisis work
- Oversee and support volunteers awaiting re-entry, including reaching out to them to assess their readiness to return, tracking timelines, and assigning re-entry monitors.
- Collaborate with the Coordinator, DS Volunteers and Manager, Volunteers and Training to support and address volunteer concerns that relate to ongoing training/development, as well as to support the interface of training and volunteers
- Lead the training-related aspects of the intake cycle, supporting a clear process for volunteer onboarding to the DS program
- Collaborate with the DS Volunteers and Training team to support the development of policies and procedures that benefit the Volunteers and Training department
- Provide support to volunteers in training-related aspects of their commitment

Crisis Intervention and Suicide Prevention Centre of BC | 763 East Broadway, Vancouver BC V5T 1X8

T: 604-872-1811 info@crisiscentre.bc.ca www.crisiscentre.bc.ca

Registered Canadian Charitable Organization Number: 10699 3322 RR0001

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- Provide administrative support for volunteer management needs, including volunteer reference requests, hour verification letters, and general file management and maintenance
- Lead the coordination of volunteer attendance and engagement with the ongoing training across 3 & 9 month check-ins, Refresher training, and monitoring
- Conduct interviews for new volunteers
- Attend Team Meetings and Staff Meetings
- Assist with additional tasks as needed to ensure the smooth operation of training and volunteer services, or other duties as assigned.

## About You

### Skills and Abilities

- Demonstrated maturity, reliability, and professionalism.
- Demonstrated leadership skills.
- Ability to embody and encourage a learning culture and ethos, utilizing a strengths-based approach to competency development
- Strong interpersonal skills and a demonstrated ability to give constructive feedback with tact.
- Demonstrated critical decision-making abilities.
- Sound understanding of crisis intervention competencies.
- Excellent knowledge base of phone and text-based crisis intervention and suicide prevention service delivery.
- Ability to collaborate with a diverse team.
- Experience facilitating small and large group learning processes.
- Strong administrative skills and attention to detail.
- Ability to condense complex information and concisely communicate key learning concepts.
- Ability to work proactively and independently, with a minimum of supervision.
- Strong computer skills and ability to work with Excel spreadsheets and slide decks.

### Qualifications

- A passion for providing crisis support and suicide prevention.
- Bachelor's level education in social sciences and/or a diploma in volunteer management or adult learning theory is preferred.
- Previous supervisory experience.
- 2+ years of related experience delivering training and providing support to learners.
- Experience in the coordination of a large team is preferred
- Excellent knowledge of and experience related to adult learning methodologies
- Successful completion of the frontline responder commitment of 250 hours, 8 overnight shifts, 48 Fringe hours.

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- Previous experience in the current methodology of the Crisis Centre of BC training as a Training Support or Volunteer Monitor is an asset
- A combination of relevant education and experience may be considered.

## Working Conditions

The Coordinator, Volunteers and Training is a 35 hour per week position. This position generally works Tuesday - Saturday, with evening availability required as our regular training schedule includes Saturdays and some evenings to accommodate volunteers. The work of Distress Services 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 the ability to work independently. The work is generally performed in a favourable environment; however, the employee will be involved in situations related to crisis intervention and suicide prevention work where compassion fatigue and/or vicarious trauma are a possibility.

## Application Process

We want to be transparent with what's next. Applications will be accepted until **April 7th, 2026**.

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](mailto:applications@crisiscentre.bc.ca) with the job title 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 to arrange an interview.

The interview process will be in two parts:

- 1) **1 Remote interview** with Rosie Forth (Manager, Volunteers & Training, Distress Services), [rosie.forth@crisiscentre.bc.ca](mailto:rosie.forth@crisiscentre.bc.ca) & Alain Bedard-Gibson (Program Director, Distress Services), [abedardgibson@crisiscentre.bc.ca](mailto:abedardgibson@crisiscentre.bc.ca)
- 2) **1 In-person interview** with Rosie Forth (Manager, Volunteers & Training, Distress Services), [rosie.forth@crisiscentre.bc.ca](mailto:rosie.forth@crisiscentre.bc.ca) & Alain Bedard-Gibson (Program Director, Distress Services), [abedardgibson@crisiscentre.bc.ca](mailto:abedardgibson@crisiscentre.bc.ca)

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