

Job Announcement

Job Title: Training Support, Distress Services
Supervisor: Manager, Volunteers and Training, 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

Reporting to the Manager, Volunteer and Training, Distress Services (DS), the Training Support, DS role is responsible for facilitating components of Basic Training, 3-month and 9-month check-ins, and Refresher Training, as well as assisting with skills monitoring and Quality Assurance (QA) monitoring. This position will be utilized for training delivery and other projects as needed.

The Training Support, Distress Services position will work closely with the Training Coordinator(s); the Manager, Volunteers and Training, Distress Services; the Program Director, Distress Services; and other Training Support staff and monitors to ensure the effective delivery of training to Volunteer Crisis Service Responders.

9-8-8 call or text

National Suicide Crisis Helpline

310-6789

BC Mental Health & Crisis Response

Details

- Hours per Week: 14
- Hourly Rate: \$29.09 /hr
- Benefits Offered:
 - 6% paid out in lieu of vacation
 - 5 days paid wellness days per ESA and 3 days unpaid per Crisis Centre Personnel Handbook
 - Access to our EAP, FSEAP
 - Access to Crisis Centre workshops
- Working Model: Hybrid “Primarily on-site with some remote work possible”

What You’ll Do

- Co-facilitate Basic Training sessions, as well as 3-month, 9-month, and Refresher check-ins
- Assist in delivering various types of monitoring, including Basic Training monitoring, ongoing 3-month and 9-month monitoring, Refresher monitoring, and/or silent monitoring
- Collaborate with the Training Coordinator(s) to deliver quality assurance (QA) interventions as needed, such as role plays, QA monitoring, and other methodologies
- Provide support and supervision to the Monitoring Team as required
- Assist with training development projects as needed
- Support administrative and coordination tasks related to Distress Services (DS) Training as required
- Attend and participate in Training Team meetings and other relevant meetings as needed
- Complete other duties and tasks as assigned

About You

Skills and Abilities

- Strong KSTPA (Knowledge, Skills, Technology, Procedures, Attitudes) competencies in crisis intervention
- Willingness and ability to take a developmental approach to support trainee learning
- Ability to actively conceptualize and apply parallel processes in supporting the KSTPA development of trainees, volunteers, and monitors
- Openness to self-reflection and willingness to receive supervision to enhance Training Support knowledge, skills, and attitudes (KSA)
- Ability to effectively facilitate both small and large group learning processes

• Accountability and a proactive approach to achieving learning outcomes across training delivery
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Registered Canadian Charitable Organization Number: 10699 3322 RR0001

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- Ability to collaborate across various areas of the Training Department, including delivery, development, and coordination
- Consistent availability for scheduled shifts, including evenings and weekends as required
- Excellent interpersonal and communication skills
- Demonstrated maturity, reliability, professionalism, and strong ethical conduct when working with callers/chatters, volunteers, and staff
- Self-directed with the ability to work independently with minimal supervision

Qualifications

- Successful completion (or close to completion) of the frontline responder commitment of 250 hours, 8 overnight shifts, etc.
- Previous experience in the current methodology of training as a monitor is an asset
- Previous experience with different learning methodologies is an asset
- Previous experience with providing support/training/supervision is an asset

Application Process

The closing date to apply for this position is March 14, 2026. 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 of Training Support, 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 to arrange an interview.

There will be **1 in person interview** with Rosie Forth (Manager, Volunteers and Training) & Rachel Kortbeek (Coordinator, Training)

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

We appreciate all those who submit an application.