

Employment Opportunity
Contract – Full time Community Capacity Builder
35hours/Weekly
Contract ends March 31, 2022 with possibility of extension

Closing: September 23, 2021

Distress Centre Calgary provides Calgary and area with 24-hour crisis support. We do this through our 24/7 crisis and 211 information and referral phone lines, daily online services, and professional counselling. All our services are free, and because we do not define crisis, anyone can contact us day or night about anything.

We support all social issues – homelessness, poverty, depression, mental illness, bullying, addiction, PTSD, domestic violence, abuse, etc.

We believe in providing a compassionate and supportive environment for our staff and volunteers.

Applicants from diverse backgrounds are encouraged to apply as Distress Centre is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, disability, gender orientation, sexual identity or expression, or religion.

Qualification

- + Minimum Diploma in a related discipline
- + Gender-Based Analysis + and Brain Story Certification considered an asset.

Skills/Abilities

- + Proficiency in the use of content creation and delivery tools and software.
- + Experience with supervision of volunteers and/or employees

Job Objective

- + Build on existing work to develop a high quality online external training program as a revenue generating social enterprise while also developing modules available free to Calgarians interested in developing skills that align with Distress Centre's vision and values.

Duties

- + Research and Preparation:
 - o Research, synthesize and prepare a report on best practices in asynchronous adult online learning.
 - o Identify target audience along with their needs and objectives.
 - o Review current Distress Centre external training materials and practices and make recommendations for the continued development of the program which should include recommendations for the required tools (e.g. Canva, Prezi, video editing software, etc.) along with feature and cost comparisons.
 - o Research similar subject matter training programs and make recommendations for the fee structure for paid training modules.
- + Module Design:
 - o Create a student learning journey map that identifies the starting position, desired outcomes and milestones required to ensure student success.



- Create lesson plans for each module based on best practices research.
- Develop and create content for each module (e.g. Canva presentations, video and audio recordings, etc.)
- Insert content into the Thinkific Learning Management System.

- + Marketing and Promotion
 - In collaboration with the Manager of Communications, develop and implement a marketing strategy.
 - Monitor outputs (number of enrollments, completion rates, etc.) and student outcomes and implement improvements as required.

- + Evaluation
 - Develop and implement processes and tools to evaluate the effectiveness of the external training program.
 - Monitor outputs (number of enrollments, completion rates, etc.) and student outcomes and implement improvements as required.

The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.

Benefit of joining Distress Centre:

- + Opportunity to be part of a team committed to social impact.
- + A diverse workplace and great working environment, including the opportunity to participate in wellness activities.
- + Ongoing training and skills development, including a staff development fund.
- + Benefits, matched RRSP plan & competitive salary.
- + Generous vacation package.

Lines of Communication/Accountability

- + Reports to the Senior Operations Coordinator

Special Working Conditions

- + The Community Capacity Builder's schedule is negotiable and flexible; however, the needs of the agency take priority. This position may require occasional evening and weekend shifts.
- + Should the Community Capacity Builder choose not to carry \$2,000,000 general liability on their vehicle for work purposes, taking public transit for travel to community events and fairs will be required
- + Provide on-call weekend and evening coverage for the Contact Centre per the rotation schedule and at other times as agency needs require
- + Conduct coaching shifts with new volunteers in the contact centre.

Working during the pandemic:

- + We adhere to the Public Health Measures.
- + We have a comprehensive On-site and Remote work-site strategy.
- + We have different platforms aimed at supporting our team.

Please submit a resume and cover letter to: hr@distresscentre.com.

Please quote 'Last Name, First Name and Community Capacity Builder on the subject line.