

Employment Opportunity

**Contract – Full time Online Services Training and Evaluation Coordinator
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

- + Have obtained or are working towards a Human Resource Management and/or Volunteer Management certificate or diploma considered an asset
- + Experience with supervision of volunteers and/or employees

Job Objective

- + Assist the agency in meeting its need for knowledgeable, competent, and committed staff, volunteers, and students through initial and ongoing training with a particular emphasis on training volunteers to provide crisis intervention through text and chat and evaluating the effectiveness of the safety follow-up program.

Duties

- + Online Services Training
 - In collaboration with the Online Services Team Lead, arrange training dates, presenters, and relevant materials for volunteer training.
 - Compile and relay applicable documentation for staff and volunteers to the Recruitment Coordinator or Human Resources (i.e. police checks, internal documentation)
 - Liaise with the Online Services Team Lead on progress or concerns regarding volunteers or staff in training
 - Implement evaluation methods and tools for measuring training effectiveness and quality
 - Complete Training Completion Evaluations for volunteers to ensure readiness for solo volunteering and provide to volunteer and their assigned mentor as needed
 - Collaborate with Leadership Volunteers/Online Services Coaches around trainee performance and feedback
 - Present/facilitate training modules as needed

- Conduct remote coaching shifts with trainees as needed.
- + Volunteer Records:
 - Ensure volunteers receive and sign all relevant training materials and personnel forms.
 - Provide required documentation to the Recruitment Coordinator to develop a confidential folder for each volunteer, in accordance with relevant legislation and agency policy.
- + Leadership Volunteer Supervision
 - Assist the Training and Recruitment Coordinators with Leadership Volunteer duties which may include planning meetings, providing additional support and training, and identifying and recruiting Leadership Volunteers.
- + Safety Follow-Up Program Evaluation
 - Lead the development and execution of an evaluation framework for the Enhanced Safety Follow-Up program.
 - Monitor outputs such as number of safety follow-ups offered, completed and average number of follow-up contacts made per individual and provide monthly summaries to the Director of Programs.
 - Evaluate and report on the desired outcomes of the enhanced safety follow-up program.

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 Contact Centre Volunteer Team Lead

Special Working Conditions

- + The Online Services Training and Evaluation Coordinator's schedule is negotiable and flexible; however, the needs of the agency take priority. Working two evenings per week plus Saturdays may be required during the 3 week long training periods. Due to the nature of external events and the hours of volunteer training, flexible daily work hours and a flexible work week is also required.
- + Should the Online Services Training and Evaluation Coordinator 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 crisis program per the rotation schedule and at other times as agency needs require
- + This position will require a combination of remote and on-site work. Applicants without a personal computer for remote work may work entirely from the agency.
- + 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 Online Services Training and Evaluation Coordinator on the subject line.