



## BC SOCIETY OF TRANSITION HOUSES JOB POSTING

### Training Coordinator

Full-time position in Vancouver, BC

*The BC Society of Transition Houses' office is located on unceded Coast Salish territory, shared by the Skwxwú7mesh (Squamish), xʷməθkwəy̓əm (Musqueam) and səílwataʔt/Selilwitulh (Tsleil-Waututh) Nations.*

#### Overview of the BC Society of Transition Houses

[The BC Society of Transition Houses](#) (BCSTH) is a non-profit umbrella organization that provides support to Transition, Second and Third Stage Houses, Safe Homes, Long-Term housing, PEACE (Prevention, Education, Advocacy, Counselling and Empowerment) and Violence is Preventable (VIP) programs and associated organizations supporting the needs of women, self-identified women, youth and children who experience violence or are at risk of violence. BCSTH works from an intersectional feminist framework incorporating a critical lens to the systems of power. BCSTH is a member-based organization, and we exist in order to train and support the vital front line services that our members provide and to advocate and ensure that their experience and expertise informs the government and the public. BCSTH began with 6 members in 1978, and today supports 130 members that offer over 200 programs. Our goal is to support our members and amplify their voices and work collaboratively to end violence against all women, children and youth.

#### Overview of BCSTH Training Coordinator Position

The Training Coordinator develops and implements online and in-person training to support the membership of the BC Society of Transition Houses (BCSTH). The Training Coordinator works with and supports the Executive Director and training colleagues to determine the training needs and plans for training within the sector. This position manages and supports all training registration and administration and assists in the evaluation processes of all training undertaken by BCSTH.

The Training Coordinator reports directly to the Executive Director and is expected to work from an intersectional feminist framework and to carry out the work of the organization to achieve the overall mission and the strategic plan for the organization as established and approved by the Board of Directors.

## Job Description

### Key Responsibilities

1. Training Registration and Administration
2. Training Development, Coordination and Delivery
3. Operational Planning and Implementation
4. Administration

The training program includes all training provided by BCSTH, including facilitated and self-paced online; webinar and podcast delivery; and facilitated and co-facilitated in-person training.

### 1. Training Registration and Administration

- Coordination and scheduling of the training offerings for staff and management from Transition Houses, Second and Third Stage houses, Safe Homes, outreach and counselling programs and PEACE and Violence is Preventable (VIP) programs.
- Create and maintain automated email reminders to participants about courses and their progress through courses.
- Ensure course pre-requisites are met where applicable.
- Ensure that training participants have the appropriate membership level for the cost of training.
- Ensure that all training registration fees are paid prior to attending training.
- Support the Financial Manager in the processing of payments for courses, in the accurate invoicing for training program and in collecting outstanding training fees.
- Prepare and assist with the distribution of all materials and handouts for training.
- Support members with technological or access issues to online training.
- Administer and coordinate the Thinkific online platform training offerings (i.e., member communications, member invoices, process enrollment, point of contact for IT challenges with platform, etc.)
- Maintain the overall online platform and ensure registration for all training is up to date according to policy and procedure.
- Ensure that processes are in place to track which training members have participated in, completed and not completed.
- Organize all BCSTH webinars including developing webinar plan for year in consultation with the ED and BCSTH Team.
- Lead the member communications, registration and delivery of the BCSTH webinars by self and/or co-facilitated with relevant Team member.
- Ensure all training equipment is in working order in the office and available and accessible for training.

- Ensure that all training information is marketed and communicated to members of BCSTH.
- Coordinate the logistics of training which may include coordinating travel, accommodations, catering and developing itineraries.

## **2. Training Development, Coordination and Delivery**

- Working with the Executive Director and training colleagues to develop and update training curricula as outlined in funding contracts, the operational plan, the annual evaluation feedback report and in alignment with BCSTH's strategic plan.
  - Updating existing curriculum to include adding interactive multi-media elements and oral elements to the existing online training.
  - Working with the Executive Director and training colleagues to deliver the training as outlined in funding contracts, in the operational plan and in alignment with BCSTH's strategic plan.
  - Working with the Executive Director, the Event Coordinator and training colleagues to plan for and deliver the Annual Training Forum (ATF).
  - Work with the Event Coordinator to support the online components of the ATF including the registration process.
  - Ensure all training follows the annual training plan, meets program deliverables and report any adjustments to the Executive Director and training colleagues.
  - Support course development and implementation for online and in-person training, webinars and podcasts.
  - Deliver/Facilitate and co-facilitate course training with training colleagues for both in person and online training.
  - Ensure that webinars and podcasts are recorded and uploaded onto BCSTH online community for future use and accessibility.
  - Under the guidance of the Learning and Training Development Coordinator create and implement standardized training evaluations based on learning outcomes and delivery.
  - Under the guidance of the Learning and Training Development Coordinator evaluate and collate evaluations of training delivered by BCSTH to provide a feedback report to the Executive Director and training colleagues. Support the Executive Director and training colleagues in collecting and collating the evaluations of the other training delivered annually. Support the Executive Director and training colleagues to create year to year comparisons of training and outcome measures.
  - Ensure that limited training spaces are fairly distributed amongst our members and within the regions.

## **3. Operational Planning and Implementation**



- Participate in the development of an operational plan and ensure that pieces relevant to training align with the overall strategic plan of the organization.
- Develop an annual work plan to implement training that aligns with the operational plan and strategic plan.
- Deliver on outcomes outlined in annual work plan.
- Support the Director of Finance and Operations in the processing of payments for courses, in the accurate invoicing for the training program and in collecting outstanding training fees.
- Ensure that financial protocols and procedures are followed.

#### **4. Administration**

- Participate in the writing and editing of reports to funders, board members and others as required.
- Assist with the development of and writing of grants.
- Prepare regular written reports on issues, financials, etc.
- Assist in supporting the operations and function of the office.
- Any other duties as required.

#### **Core Competencies Required**

1. **Change Facilitation:** Ability and willingness to learn and to be creative. Flexible when situations change, adaptable to new technologies and able to work in ambiguous environments.
2. **Communication:** Excellent oral and written communication skills. Strong listening skills. Chooses an appropriate medium for a message. Presents information clearly and concisely. Gives and receives feedback openly and constructively. Skilled at communicating organizational ideas, knowledge and issues with others using various communication tools. Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
3. **Stakeholder Focus:** Is dedicated to meeting the expectations and requirements of internal and external stakeholders. Able to build rapport with members, staff, volunteers and other key stakeholders. Able to secure trust and confidence. Able to engage with members and build long term relationships for the organization.
4. **Collaboration:** Builds partnerships and alliances, creates effective teams, looks for win-win solutions and ways to build participative and inclusive processes.
5. **Critical Thinking:** Analyzes and evaluates information and situations. Strong problem-solving, decision-making, and conceptualizing abilities.

6. Organizational Acumen: In-depth understanding of the non-profit sector, women's issues and anti-violence agenda. Good understanding of a governance and policy environment, including its culture, processes, procedures and how decisions are made.
7. People Management: Has good self-awareness, excellent listening skills, provides appropriate feedback when assessing performance. Understands and values diversity. Skilled at developing and coaching colleagues and volunteers and preventing and resolving conflict.
8. Planning: Ability to assess situations, set and monitor goals, delegate and evaluate outcomes.
9. Ethics & Values: Enacts a high standard of ethics and values in both easy and difficult circumstances. Embraces the values of BCSTH and embodies those values every day.

### **Qualifications**

- Minimum three years training coordination and/or program experience working within transition, second or third stage houses, safe homes, PEACE (CWWA), VIP or anti-violence programs.
- Demonstrated understanding of and commitment to preventing violence against women, self-identified women, children and youth.
- Have exemplary facilitation and presentation skills.
- Demonstrated training experience with adult learners.
- Well organized, able to prioritize multiple responsibilities with a keen attention to detail.
- Be willing to travel for training up to several days per month.
- Be highly reliable.
- Excellent writing, communications and public relations skills and database management.
- Competent in computer software: Access, Excel, Word, Power Point, Outlook and On-line training platforms, webinar and web conferencing and virtual event systems.
- Able to work under pressure and meet deadlines.
- Self-motivated, excellent interpersonal skills, strong analytical and innovative problem-solving skills.
- Committed to working as part of a small team dedicated to innovative approaches.
- A positive, enthusiastic and professional approach with a 'can-do' attitude.
- Ability to work flexible hours, travel, and have a current and valid driver's license is mandatory. Overnight stays are required.
- Ability to work in an environment that demands flexibility, resourcefulness, commitment and an outstanding sense of humour.
- Qualified candidate is required to undergo a criminal record check.

- The Training Coordinator is a full-time, permanent position for 35 hours per week based in Vancouver, BC in the BCSTH office. This position does require travel when delivering in-person training.
- Salary and Benefits: \$31.00 - \$33.00/hour. BCSTH offers a comprehensive benefits program including a matching RRSP and a robust vacation policy.

As an employer, BC Society of Transition Houses is dedicated to building an organization that reflects the diversity of our membership and the communities we serve. This includes diversity in languages spoken, culture, race, sexual orientation and gender identity. We especially welcome applications from Indigenous persons, people of colour, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage with diverse communities.

### **How to Apply**

For more information about the position and BCSTH, please review the job description and visit our website: <http://www.bcsth.ca/>.

Please email your cover letter and resume to Amy S. FitzGerald, Executive Director, [amy@bcsth.ca](mailto:amy@bcsth.ca), by December 5, 2023.

We would like to thank all applicants for their interest in this position, however only applicants who are shortlisted for an interview will be contacted.