

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 salílwataʔ4/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 and individuals 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 136 members that offer over 200 programs. Our goal is to support our members and amplify their voices and work collaboratively to build communities free from violence for all women, children, youth and gender diverse individuals.

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 (ED), training colleagues and the BCSTH Team to determine the training needs and plans for training within the sector. This role combines logistical operations, training registration and coordination, administrative support, along with training development, evaluation and delivery to strengthen BCSTH's training programs.

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

BCSTH's training program includes facilitated and self-paced online courses; webinars and podcasts; facilitated and co-facilitated in-person training; online and in person fee for service trainings; and a hybrid annual training forum.

1. Training Registration and Administration

- Coordinate and schedule the training offerings for BCSTH member organizations and individual members and the public.
- Manage participant communications, course prerequisites, and fee payments. Create and maintain automated email reminders to participants about courses and their progress through courses.
- Support the Director of Finance and Operations in the processing of payments for courses, in the invoicing for the training program and in collecting outstanding training fees.
- Administer and coordinate the BCSTH online training platform, *Thinkific*, including enrollment, invoices, and point of contact for technical support.
- Maintain the overall online *Thinkific* platform and the BCSTH website training page and ensure registration for all training is up to date according to policy and procedure.
- Ensure that all training information is marketed and communicated to members of BCSTH.
- Maintain training equipment and ensure it is available and accessible for training.
- Coordinate the logistics for in-person training (travel, accommodations, catering, itineraries and materials).

2. Training Development, Coordination and Delivery

- Collaborate with the ED and training colleagues to develop and update all training curricula per funding contracts, the annual membership survey, training feedback forms and reports, and in alignment with BCSTH's strategic and operational plan.
 - Update existing online curriculum to integrate interactive and multi-media elements and oral elements as recommended by the feedback and elements discussed above.

- Organize and lead all BCSTH webinars and podcasts including developing an annual webinar and podcast plan in consultation with the ED, training colleagues and the BCSTH Team.
- Lead the member communications, registration and delivery of the BCSTH webinars and podcasts by self and/or co-facilitated with relevant Team member.
- Ensure that webinars and podcasts are recorded and uploaded onto BCSTH online community for future use and accessibility.
- Support the ED, the Office and Events Coordinator and training colleagues to plan for and deliver the Annual Training Forum (ATF). In particular, support the Office and Events Coordinator with the online components of the ATF including the registration process.
- Support course development and implementation for online and in-person training, webinars and podcasts.
- Deliver/Facilitate and co-facilitate trainings with training colleagues and BCSTH Team members for both in person and online training.
- With the support of training colleagues, lead the creation and implementation of standardized training evaluations for all training offerings based on learning outcomes and delivery.
- To ensure continuous improvement, evaluate and collate evaluations of all training (online, in person, webinars and podcasts) delivered by BCSTH to provide annual feedback reports to the ED, training colleagues and the BCSTH Team.

3. Operational Planning and Implementation

- Create and execute an annual work plan aligned with BCSTH's strategic and organizational training goals.
- Ensure training deliverables meet funder and organizational expectations.
- Create year to year comparisons of training and outcome measures in concert with training colleagues to ensure all training follows the strategic and operational plans, meets program deliverables and report relevant findings to the ED and training colleagues.
- Support the Director of Finance and Operations in the processing of payments for courses, invoicing for the training program and collecting outstanding training fees and ensure that financial protocols and procedures are followed.

4. Administration

- Contribute to reports for the BCSTH team, funders, board members, members and others as required.
- Support the development of and writing of grants.
- Prepare additional reports as required by the ED and Director of Finance and Operations.
- Assist in supporting the operations and function of the BCSTH office.

- Perform additional 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 four years training coordination and facilitation and/or program experience working and training within transition, second or third stage houses, safe homes, PEACE, 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.
- Have exemplary training coordination skills.
- Demonstrated experience with organizing, hosting and facilitating webinars and podcasts.
- Demonstrated training experience with adult learners.
- Demonstrated experience with curriculum development and revisions.
- 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 and collaboration.
- 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 CAD/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 BC Society of Transition Houses, visit our website: <http://www.bcsth.ca/>. Please email your cover letter and resume to Amy S. FitzGerald, Executive Director, amy@bcsth.ca, **before 5pm on Friday August 1, 2025.**

In your cover letter please include the title and author of the last book you read and many thanks for that information.

We thank all applicants for their interest, but only applicants shortlisted will be contacted for interviews.