

JOB DESCRIPTION

Trainer/Educator

Crisis and Counselling Program

Created: August 2025

Union: MAHCP

As part of the Crisis Program Training Team, this position provides crisis training and education for incoming crisis program volunteers and staff as well as ongoing and refresher trainings for current staff and volunteers. Services are delivered through an empowerment based, trauma-informed lens, and within the broader context of the social determinants of health.

Qualifications:

- A degree in a human service-related discipline such as social work, psychology, sociology, nursing, or education is required. A masters degree is preferred. Other relevant education and experience may be considered
- Minimum three years supervised counselling experience.
- Three years' experience in training/public education and supporting staff in a clinical team environment, including reviewing, developing and implementing training modules and content
- Demonstrated oral and written skills
- Excellent communication and interpersonal skills
- Familiarity with Adult Learning Principles
- Demonstrated Team Lead skills
- Thorough knowledge of and clinical experience in crisis intervention, suicide, domestic violence, and sexual abuse
- Demonstrated research skills
- Comprehensive knowledge and clinical experience with the therapy models and interventions that best support crisis, short term and longer-term counselling
- Understanding of empowerment based, trauma-informed principles
- Comprehensive knowledge and clinical experience related to the following: risk assessment, crisis intervention, suicide prevention, trauma recovery, gender-based violence, sexual assault, mental health, substance use/addiction, harm reduction, suicide bereavement, and sexual exploitation
- Ability to contribute to a positive team culture

- Experience with and commitment to Reconciliation and to dismantling racism and oppression within policies, procedures and practices.
- Awareness of and sensitivity to issues of diversity
- Demonstrated ability to affectively supervise and support volunteers
- Ability to learn and adapt to new computer programs
- Working knowledge of the Genesys platform, ICAROL, and Humanity an asset
- Previous experience with adult learning modalities is an asset

Requirements:

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks
- Crisis Worker Certification (*Crisis Program)

Responsibilities:

- Assist with the training and onboarding of new Crisis Room staff and volunteers
- Train staff to be able to educate, support and evaluate volunteer progress and performance
- Develop and maintain an onboarding package for new staff/volunteers
- Create training content
- Review current training content and update as necessary
- Address/review volunteer progress and practice competencies
- Track yearly declarations for volunteers
- Work with the Quality Assurance person to maintain and monitor a mandatory trainings list for accreditation.
- Collaborate with the clinical Team Lead to develop evaluation and competency scales/tools/benchmarks to support volunteers and Crisis Room staff

Practice:

- Demonstrates clinical competency using a variety of therapeutic modalities
- Demonstrates sound crisis intervention competencies
- Attends professional development opportunities to enhance knowledge and skills
- Liaises and consults with external service providers
- Seeks internal and external consultation to assist with complex practice issues
- Flexible availability to support staff and volunteers on a variety of shifts, including evenings and weekends as required

Organizational:

- Plays a lead role in the development and implementation of program evaluation, accreditation, monitoring and reporting in specific program areas
- Attends program and agency staff meetings
- Participates in program and strategic planning
- Assists with the development of resource and educational materials
- Demonstrates commitment to person centered, culturally safer care
- Consistent demonstration of alignment with Klinik's Vision, Mission, Values, and commitments as outlined in the Strategic Plan
- Attends required Klinik trainings
- Adheres to all Klinik policies and procedures
- Notifies Management Team of concerns or risks as soon as they arise

Communication:

- Articulates complex information clearly and concisely in spoken and written formats
- Gives and receives feedback in a constructive and professional manner
- Advocates for a person or cause by adhering to principles of empowerment and collaboration

Teamwork:

- Builds and maintains collaborative and respectful working relationships
- Models and actively fosters positive team culture
- Communicates directly and professionally with volunteers and team members across the organization
- Provides expertise, information and support to others
- Follows a constructive and effective process to resolve conflict
- Supports optimal access to service by assisting the Management Team in supporting effective and efficient program workflows

Work Habits:

- Ensures accuracy and high standards for work
- Organizes, prioritizes, plans and coordinates own tasks to complete work efficiently
- Demonstrates accountability and follow through on commitments and goals
- Adapts to change and displays openness to new ideas and approaches
- Strong computer skills and knowledge of software for documentation, implementation, and evaluation