



LivingWorks is seeking an
Program Delivery Coordinator

About LivingWorks

For four decades, we've wondered: how can we make the world a better place? At LivingWorks, that comes in the form of saving lives from suicide. We make it possible with innovative, evidence-based training that can empower anyone to recognize someone's distress and take action to keep them safe. Everyone has a role to play, and we have a training program for every role.

We've grown a lot over the past four decades. From a small startup to a global company, we're honored to be training communities and organizations around the world. Military units, teachers, corporations, volunteers, faith communities, mental health professionals, and countless others rely on our training to save lives every day.

LivingWorks is a mission-driven, for-profit company. This means:

- We exist for our mission: to make communities everywhere safer from suicide.
- Everything we do, and how we do it, must contribute to our mission.
- Profit is an 'outcome' of what we do, not the 'why' of what we do.
- Profit ensures the sustainability of our organization to serve our mission.

About the Position

The Program Delivery Coordinator for the Western & Central Zones work with the Program Delivery Manager and communicates with clients, trainers, and colleagues to ensure successful training delivery in their zone. Successful training delivery means coordinating and managing logistics, registration, confirmation, surveys, reporting, and quality assessments for each training event, as defined by the LivingWorks Delivery and Training Management System.

Key Accountabilities

Program Delivery Supervision:

- Provide direct reports with ongoing coaching, guidance, and feedback.
- Conduct weekly meetings with the Program Delivery Manager to provide updates on training events.
- Deliver exceptional customer service to internal and external customers through timely, clear, and professional communication.
- In consultation with People & Culture, organize and oversee Performance Reviews with Program Delivery Administrators.
- Perform other reasonable and flexible duties as requested by the Program Delivery Manager.

Delivery Coordination:

- Coordinate and oversee training event logistics to ensure an excellent experience for Trainers, Coaches, and clients.
- Ensure accurate and up-to-date communications to Participants and Candidates are aligned with LivingWorks standards.
- Liaise with Development using Salesforce to ensure that contracts are signed prior to delivery of training.
- Maintain comprehensive records of training events and all related documents within Salesforce (CRM)
- Create training events in LivingWorks Learn (LMS) to support Training for Trainers (T4T) Candidate registrations, feedback, and electronic certificates.

LivingWorks Education Inc.

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- Create Training events on the LivingWorks website for promotion when necessary.
- Track registrations to ensure event viability and inform Development when non-compliant.
- Handle Invoicing and track payments for open T4T events.
- Ensure that venue requirements meet standards for each training event.
- Provide Trainers, Coaches, and Candidates with necessary training event information to support a successful training experience.
- Coordinate Travel and Accommodation for Coaches/Regional Training Managers (RTMs) for training events as per the LivingWorks Travel Policy.
- Liaise with the host organization to coordinate event requirements (meeting space, food/beverage, access, etc.).
- Ensure the completion of the Site Checklist by the organization and share it with the training team.
- Coordinate with shipping to ensure cost-effective and timely delivery of materials for training events.
- Invoice host organizations for the training event and collaborate with the finance team to ensure Trainer compensation.
- Work with designated LivingWorks personnel to debrief all Team Leaders after T4T events.
- Collaborate with RTMs to screen T4T Candidates according to LivingWorks standards prior to attending a T4T.
- Update new Provisional Trainer information in FileMaker/Salesforce and ensure welcome letters are sent.
- Support the connection between new trainers and Regional Training Managers.
- Ensure the final QA review of T4T Team reports are complete, and any recommendations/suggestions are shared with our Innovation Team.

Education and Experience:

- A diploma or bachelor's degree in a relevant field of study or equivalent experience in a related field
- Three (3) to Five (5) years of experience in program/event coordination or related field
- Experience in a management or supervisory role considered an asset

Competencies and Attributes:

- Demonstrates exceptional organization and time management skills.
- Ability to maintain current and accurate documentation of multiple, concurrent projects with multiple processes within those projects.
- Demonstrates exceptional customer service skills.
- Excellent verbal and written communications skills.
- Strong listening skills.
- Attention to detail.
- Foresight for streamlining/improving processes.
- Agility to engage and collaborate with multiple stakeholders.
- Advanced level knowledge of Microsoft Office and an aptitude for working with a variety of databases.
- Experience working with an LMS and CRM are considered an asset.

How to Apply:

Sound like a fit? We'd love to hear from you. In addition to working toward a life-saving mission, LivingWorks offers a competitive compensation package.

- This role is a full time in-office role at our Calgary office.
- Please provide your resume and cover letter detailing your qualifications to hr@livingworks.net
- Please submit your application by October 27th, 2023.

We thank everyone for their interest, only candidates who are shortlisted for this role will be contacted.

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