



DIRECTOR, PEOPLE & CULTURE

DISTRESS CENTRE CALGARY

AccessHR is excited to partner with **Distress Centre Calgary** for the recruitment of a full-time **Director, People & Culture**. The successful candidate will be based out of Distress Centre Calgary's downtown Calgary location.

ABOUT DISTRESS CENTRE CALGARY

Distress Centre Calgary provides 24-hour crisis support, professional counselling, youth peer support, and navigation and referrals. Our mission is to provide compassionate, accessible crisis and navigation support that enhances the health, well-being, and resiliency of individuals in distress. Our vision is to ensure everyone is heard.

To do this, we abide by a specific set of values: Belonging, Service to Others, Excellence, Volunteerism, Integrity, Collaboration, Innovation, and Leadership. For over 50 years, Distress Centre Calgary has served Calgary and Southern Alberta, ensuring everyone has a place to turn in times of crisis.

In addition, we believe in providing a compassionate and supportive environment for our ~ 150 FT/PT staff and 200 volunteers. We are committed to fostering a "we are all in this together" mindset.

POSITION DESCRIPTION

The Director of People & Culture reports to the CEO and is a member of the 5-person senior leadership team. This role oversees a Payroll and Benefits Specialist, DEIA Lead, and is supported by an active Human Resources volunteer.

This is a unique opportunity for a confident and knowledgeable People & Culture leader with broad expertise across all core Human Resources functions. The ideal candidate will offer strategic insight into talent management, organizational effectiveness, employee well-being, total rewards, policies, governance, and employee relations, while also being hands-on and collaborative in daily operations. As a senior leader, the Director will help sustain the funding model, align People & Culture efforts with the strategic plan, and strengthen organizational culture.

This role offers a unique opportunity to lead meaningful HR transformation. You'll roll out a new compensation model, improve payroll and HRIS systems, enhance key people processes, and oversee the Joint Health and Safety Committee to ensure a safe and supportive work environment.

Ultimately, we are seeking a confident, composed, and emotionally intelligent leader who is approachable, open to diverse perspectives, and values collaboration. They bring professionalism, empathy, and a sense of humour, while remaining responsive and concise, in challenging situations. Most importantly, they believe Distress Centre Calgary is a key pillar of our community and are inspired by the vision.

KEY DELIVERABLES

- **Leadership Development:** Develop, coach, and support leaders to embrace challenges as opportunities, achieve results, and create a positive and supportive work environment.
- **Communication and Relationship Management:** Take a genuine interest in differing perspectives, needs, and concerns by actively listening, engaging with empathy, and clearly conveying ideas.
- **Strategic Human Resources:** Proactively uncover opportunities for improvement; develop and implement innovative and impactful programs and initiatives to support strategic priorities.
- **Talent Management / HR Generalist:** Deliver HR programs through hands-on support across the employee lifecycle, including recruitment, development, engagement, and retention.
- **Change Management:** Plan, implement, and communicate organizational change initiatives, working with stakeholders to navigate impacts and foster employee engagement and adoption.
- **Culture Advocate:** Advance workplace culture and DEIA (Diversity, Equity, Inclusion, and Accessibility) initiatives by supporting leaders with strategies, tools, and resources.

QUALIFICATIONS

- **Inspirational Leadership:** Ability to inspire individuals to come together and work towards a clear vision; communicates purpose, encourages mastery, and empowers with autonomy.
- **Builder & Innovator:** Brings a desire to leave their mark, collaborating closely with the Leadership Team to shape and elevate the People & Culture function in a positive and impactful way.
- **Collaborator:** Able to build on our growing culture of transparency; encourages collaborative and inclusive relationships; believes HR is best when it is integrated into the organization.
- **Employment Standards and Best Practices:** Well versed in employment law and compliance requirements; able to ensure HR practices & policies align with best practices; responsive without being overly administrative; fair first and firm second.
- **Integrity:** Leads by example, demonstrating integrity, humility, and ethical behavior in both actions and decisions.
- **Time Management & Prioritization:** Knows how to prioritize, when to delegate, ask for help, involve the right people, and adjust priorities to deliver sustainable results.
- **Personal Attributes:** Emotionally even; enthusiastic, open, trusted, and poised; genuine desire to do the right thing on behalf of colleagues and communities served.

EDUCATION & EXPERIENCE

- Bachelor's degree in human resources, or related field preferred; human resources diploma or certificate with appropriate experience also considered
- 10+ years' human resources generalist experience including employee relations, track record of practical policy application and collaborative problem-solving
- 5+ years' leadership experience, including mentoring and coaching teams
- Experience with or exposure to nonprofit and/or social services organizations

ASSETS

- Knowledge of community services and agencies providing similarly related services
- Knowledge of trauma informed practices
- Advanced education or certification in change management, project management, and/or business administration
- Experience with systems implementations
- CPHR designation or working towards designation

WHAT WE OFFER

- Onsite work with a private office; opportunity to collaborate with colleagues in-person daily
- 35-hour work week
- Competitive compensation package including extended health and dental benefits, life insurance, long-term disability coverage, retirement savings plan with company match, mental health supports, health and wellness accounts, and on-site parking
- Onsite gym
- Generous leave plans, including vacation, sick leave, and personal days
- Work with a leadership team who trust and appreciate the value of Human Resources

POSITION REQUIREMENTS

- In-person role with flexibility
- Criminal record background check
- Flexibility to work evenings and weekends on occasion

APPLY

Interested candidates are invited to apply with a cover letter and resume [HERE](#). **Please note that the position posting will close at 6:00 pm on June 23rd, 2025.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.

Distress Centre Calgary believes firmly in creating a culture where everyone feels respected, valued, and confident they can be their best and most authentic selves. Our agency values all the ways our community is diverse; in identity, experience, and perspective. We welcome and encourage applicants who are Indigenous, people with disabilities, members of equity-deserving groups, and those who belong to gender and sexually diverse communities.