



Program Coordinator - Helpline (Contract, Full-time) – Job Posting

Summary:

As part of the program team, the Program Coordinator - Helpline will support the planning, implementation, outreach, and evaluation of key Plan Institute projects and initiatives, including our Disability Planning Helpline and learning initiatives. We are looking for a detail-oriented and community-minded individual who has strong communication skills, and whose values align with our mission and vision of a good life for people with disabilities.

Job Posting:

About Plan Institute:

Plan Institute is a nationally registered charity, whose mission is to empower people with disabilities to lead a good life. We do this through:

- Innovation – We engage in innovative community-based projects and partnerships that help empower those living with disabilities.
- Education – We offer educational initiatives designed for individuals, families, and organizations, including workshops, courses, retreats, publications, and resources.
- Leadership – We provide collaborative leadership by convening a diverse group of stakeholders to encourage public policy reform and system transformation.

Plan Institute envisions a future where all people with disabilities lead a good life. For Plan Institute, the concept of a good life means: being financially secure; contributing to and participating in caring and inclusive communities; being respected and empowered to make decisions; knowing the loving support of friends and family; choosing a place to live and call home; and having a well-planned future.

We build on the 30 years of our sister organization, PLAN (Planned Lifetime Advocacy Network), and their experience working with families to build a good life for people with disabilities.

In this 2019 video, we discuss why Plan Institute was founded, some of our accomplishments over the years, and our hopes for the future: [Plan Institute 20th Anniversary Video](#).

Visit our website to find out more: www.planinstitute.ca.

About the Position:

Type: Full-time position, contract to May, 2027

Reports to: Program Manager

Position Overview:

We are looking for a detail-oriented and community-minded Program Coordinator whose values align with our mission and vision. As part of the program team, the Program Coordinator - Helpline will support the planning, implementation, outreach, and evaluation of several key Plan Institute programs and

initiatives, in particular our Disability Planning Helpline and learning initiatives. The individual in this role must be able to work independently and in collaboration with Plan Institute team members, contractors, and our partner organizations. The Program Coordinator - Helpline must be a strong communicator who is comfortable offering direct support to community members and providing presentations.

Our organization is team-based, and we work closely together to deliver our programs and projects. We value the unique skills and abilities that everyone brings to the team and look to incorporate everyone's talents into the work we do.

Role Requirements:

- Excellent communication, interpersonal, and connection-building skills.
- Ability to work collaboratively with a diverse group of people.
- Exceptional time management and multi-tasking skills.
- Exceptionally organized and detail-oriented, while maintaining flexibility and adaptability.
- Initiative-taker with the ability to work with minimal supervision.
- Experience providing support to others through phone and email.
- Experience with program administration and support.
- Experience working with organizational partners, including individuals and other organizations.
- Experienced with Microsoft Office, including Word, Excel, and PowerPoint.
- Previous paid or unpaid work within the disability community or other marginalized communities.

Role Assets:

- Knowledge of the Registered Disability Savings Plan (RDSP), Disability Tax Credit (DTC), and other disability benefits.
- Understanding of and experience in the disability advocacy movement as well as the concept of asset-based community development.
- A personal connection to disability.
- Experience with community outreach and education, including facilitating presentations.
- Experience with Zoho One, Asana, and Zoom Webinar.
- Having a valid BC driver's license and occasional access to a vehicle that can be used to travel to and from events.

Responsibilities of this position include:

Lead contact:

- Coordinate Disability Planning Helpline support for individuals with disabilities, families, and professionals by triaging incoming queries and referring people to the Helpline advisor and/or other resources and supports that best suit their needs.
- Directly contact people reaching out to the helpline as needed, for example to collect additional information or to provide more basic information and resources. *Please note that this position has a high call and email volume, and the Program Coordinator will be making anywhere between 30-100+ calls/month.*
- Complete follow-up with individuals six months after they access Helpline support to assess their situation and offer further support if needed.
- Mail out resource and information packages to all Helpline callers who request this.
- Maintain per query tracking of Helpline referrals sent to each advisor on the Helpline team.

- Support the administration and management of the Helpline, including providing direct support for helpline advisors, conducting research, collecting invoices, and supporting monthly meetings.
- Update and create training/informational resources for helpline advisors, and other resources as needed, in collaboration with the Program Manager and other relevant team members.
- Manage the set up of in-house webinars and workshops. This includes planning, scheduling, back-end set up, resource development, and supporting the webinar hosting and moderation as needed. *Please note that some events are scheduled outside of regular working hours.*
- Support event registration and participant communications, and monitor learning@planinstitute.ca email.

Supporting:

- Attend in-person events on behalf of Plan Institute across the Lower Mainland of BC as/if needed, as well as virtually. This may include:
 - Coordinating and facilitating an exhibitor table at a conference or fair-type event and preparing materials for the event
 - Supporting introductions and live moderation of question-and-answer sessions
- Support outreach efforts and resource development as needed.
- Support data compilation and reporting for all project and program initiatives as required.

General:

- Coordinate and support various elements of all Plan Institute projects and programs. In collaboration with the Program team, contribute to project proposals and work plans, carry out deliverables, coordinate aspects of completion and final reports to funders.
- Develop and maintain a strong working knowledge of key disability benefits including the Disability Tax Credit (DTC), the Registered Disability Savings Plan (RDSP) and the Canada Disability Benefit (CDB).
- Contribute to our government and corporate partnerships projects.
- Support volunteer recruitment and volunteer opportunities, training, and supervision.
- Liaise with partners on projects and initiatives, maintaining relationships and expanding partnerships where appropriate.
- Participate in and seek out training opportunities for staff, contractor team, and organizational partnerships.
- Additional project and program support as required.

Compensation & Work Schedule:

- Hours of work are 37.5 hours per week, Monday to Friday, from 9 AM to 5 PM (some flexibility is available).
- An annual salary of \$60,701, plus benefits cost sharing, RRSP matching, and potential bonuses.
- 3 weeks annual vacation.
- Anticipated start date is early June 2026.

- Our team currently works with a flexible hybrid model, working predominantly from home, with some work in a shared office space in Burnaby. Monthly travel to our physical office and periodic travel to other locations will be required.

How to Apply:

Please apply [here](#). **Please note that applications will only be accepted through our application form.** A cover letter is **not** required.

- Job posting closes on **Thursday, April 30, 2026, at 11:59PM PDT.**
- We thank all applicants for their consideration of this position. Shortlisted applicants will be contacted after the posting closing date.
- If you have any questions about the position or need assistance with your submission, please contact info@planinstitute.ca.

Plan Institute is committed to a safe, inclusive, and collaborative environment in which all individuals are treated with respect and dignity. As such, individuals from diverse backgrounds, including race, national or ethnic origin, sexual orientation, gender identity, disability, and mental illness are welcomed and encouraged to apply.

We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Accessible formats and communication supports are available for applicants by request; please contact info@planinstitute.ca.