

JOB POSTING

Job Title: Program Supervisor II
Program: Rosewood, Surrey
Hours: 40 hours/week
Schedule: Tuesday to Saturday, 1300 – 2130

Status: Full-time
Hourly Rate: \$35.17 to \$44.57
Posting #: 25-RS-043
Closing Date: June 09, 2025

The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable organization that supports women, girls, and children at risk, involved in or affected by the justice system. Our programs work to break the cycle of poverty, addiction, mental illness, homelessness, and crime.

We are recruiting for a Full Time, Program Supervisor II for our Rosewood program. Located in Surrey, Rosewood is a 40 room shelter for women and their children. This position is required to work in a stressful environment often dealing with clientele in crisis situations brought about by homelessness, addiction, or mental illnesses. The ability to function independently and frequently under pressure while managing concurrent needs and problems, including managing emergency situations, is an ongoing expectation of this position. Evening and weekend work may be required. Ensures that day-to-day operations of the residence are run in a professional and efficient manner with attention to confidentiality and in compliance with the organization's policies and philosophy. The Program Supervisor also provides ongoing supervision and evaluation of all staff personnel and program policies.

KEY RESPONSIBILITIES:

- Develops, implements, and evaluates residence goals, objectives, policies, and procedures and ensure that the required standards are maintained. Identify both physical and program needs of the residence and address such needs to the Program Director. Plans with staff for changes.
- Supervises and evaluates program staff's work. Coordinates the scheduling of program staff. Participates in grievance resolution amongst staff. Recruits, selects, and orients program staff and volunteers and provides direction to staff on policies, procedures, techniques, or other matter arising within the shelter. May participate directly in the provision of services to resolve difficult or sensitive issues/problems.
- Responsible for the orientation and evaluation of the performance of staff. Identifies the needs for staff re: staff management, personal and professional development. Provides feedback regarding contract issues and may participate in internal and external committees representing the Society or management
- Provides leadership and guidance for the staff in planning and providing client plans, case conferencing, and case management. Provides support to staff through mediation aimed at conflict resolution between staff, clients, and the community.
- Participates in supporting residents in meeting their goals and objectives. May work as a front-line worker assisting with receiving referrals, contacting clients, interviewing, and assisting clients within boundaries of program services and arranging referrals to additional resources where appropriate, and providing individual and/or group counselling.

- Is responsible for ensuring the maintenance, cleanliness, safety, and repair of the residence. Also ensures maintenance of the residence's food and other inventory.
- Ensures that the residence functions within the operation budget for the year and assists senior management in the preparation of the budget.
- Acts as a liaison with the community and promotes community involvement in the program. Establishes a rapport with the community and community agencies. Provides liaison with government officials, professionals, and organization staff. Maintains open communication with residents.
- Maintains and provides necessary reports and statistics on residents and ensures all required documentation is accurate and completed. Attend regular Society meetings.
- Performs other related duties as required.

QUALIFICATIONS:

- A degree in social work, counselling or related field, or the equivalent combination of education and experience totaling 5 years is required for the position.
- Three years' previous direct program delivery experience in the community social services sector with a demonstrated working knowledge of a specific community-based program and related provincial and community support is required.
- At least 1 year supervisory experience in a unionized environment.
- Knowledge of women's issues, single parenting, poverty issues and community resources.
- Knowledge of legislation policies and procedures pertaining to Income Assistance, Child Protection and Landlord Tenant's Act.

MANDATORY JOB REQUIREMENTS:

- Food Safe Level 1.
- Standard First Aid with CPR-C.
- Evidence of a Tuberculosis Test and compliance with the TB Control Program.
- Doctor's Note of fitness required.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).

EFry is committed to creating an inclusive and equitable environment where all those participating in the organization are valued for their differences. We encourage and welcome applications from all qualified individuals, including applicants from all cultures and backgrounds, racialized communities, indigenous communities, diverse sexual and gender identities, various religious backgrounds, women, and those with disabilities. We are committed to a selection process and work environment that is inclusive and barrier free. We encourage applicants to self-identify if they wish to do so.

Interested candidates must submit a cover letter and resume to hiring@efry.com with the subject line **PSII 25-RS-043**.

We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.