

JOB POSTING

Job Title:	Program Supervisor	Status:	Full -Time
Program:	Anna Buxton & TNB	Start Date:	ASAP
Location:	New Westminster	Annual Rate:	\$75,241.09
Hours:	40.00 hours/week	Posting #:	26-AB/TNB-008
Schedule:	Monday to Friday, 8:30am-5:00pm	Closing Date:	Open until filled
	Flexibility as required		

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 a **Program Supervisor** to provide leadership and operational oversight for two women-centred programs in Burnaby: **Transition to New Beginnings (TNB)** and **Anna Buxton Apartments**.

The Program Supervisor is responsible for the overall leadership, coordination, and daily operations of both TNB and Anna Buxton Apartments. This includes ensuring services are delivered in a safe, professional, and trauma-informed manner in accordance with organizational standards, contractual requirements, licensing requirements, and relevant legislation.

The role provides supervision, guidance, and evaluation of staff, supports program planning and development, and ensures effective service delivery to clients with complex needs. The Program Supervisor also plays a key role in crisis response, community liaison, and operational management.

This position requires the ability to work independently in a high-pressure environment, manage competing priorities, and respond effectively to emergency situations. Evening and weekend work may be required.

About the Programs

Transition to New Beginnings (TNB) supports pregnant and newly parenting women, as well as individual women, in addressing substance use within a structured residential environment. The program provides case planning, relapse prevention and substance use support, parenting supports, health stabilization, and community reintegration planning. TNB is registered with the Assisted Living Registry and offers second stage programming for up to 18 months.

Anna Buxton Apartments is a women-centred, affordable housing program for low-income women and women-led families. The program supports tenants in maintaining safe, stable housing while building independence and connecting to community resources.

Together, these programs support women across the continuum from stabilization to long-term housing independence.

KEY RESPONSIBILITIES:

- Develop, implement, and evaluate residence/program goals, objectives, policies, and procedures, ensuring compliance with all required standards. Identify program and physical site needs and collaborate with the Program Director to address them and plan for operational changes.
- Schedule, supervise, and support residence staff, and monitor daily operations across both programs. Assist the Program Director with recruitment, selection, and orientation of staff, and provide ongoing guidance on policies, procedures, and best practices.
- Ensure the maintenance, cleanliness, safety, and repair of program sites, including oversight of food supplies and general inventory. These responsibilities may be completed directly or delegated to staff.
- Ensure the programs operate within approved budgets and support senior management in the development and monitoring of annual budgets.
- Conduct staff performance evaluations and identify training, supervision, and professional development needs.
- Provide leadership and guidance to staff in client planning, case conferencing, and case management processes.
- Support staff in managing complex client situations and provide mediation and conflict resolution between staff, clients, and community partners as needed.
- Participate in direct service delivery when required, including receiving referrals, client intake, interviewing, support planning, and referral to community resources. May also provide individual and/or group support within program scope.
- Act as a liaison with community agencies, government representatives, professionals, and service organizations. Promote community engagement, maintain strong working relationships, and participate in external committees and initiatives.
- Maintain clear, consistent communication with internal and external stakeholders.
- Participate in the Supervisor On-Call rotation.
- Perform other related duties as required.

QUALIFICATIONS:

- Bachelor's degree in social services or a related field, or an equivalent combination of education and experience totaling at least 8 years. Must have demonstrated training/education/experience in substance use intervention and support.
- Minimum 3 years' experience working with marginalized populations and 3 years of supervisory experience in a residential setting. Experience in contract administration is an asset.
- Strong understanding of cultural safety and trauma-informed practice.
- Extensive knowledge of addiction, harm reduction, and methadone/substitution programs.
- Knowledge of women's issues, including experience working with female offenders, is an asset.
- Familiarity with community resources and demonstrated public relations and partnership-building skills.
- Experience working in a licensed facility is an asset.
- Excellent written and verbal communication skills.
- Valid Class 5 driver's licence with a satisfactory driving record (asset).
- Ability to lift up to 30 lbs.

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).

Benefits: (for working 40 hours per week)

- Opportunities to connect and engage through Society events and activities
- Access to a supportive Employee Assistance Program (EAP)
- Comprehensive extended health and dental coverage including vision care for you and your family
- Paid time-off to support rest, balance, and wellbeing.
- A secure future participation in the Municipal Pension Plan (MPP)

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 hr@efry.com with the subject line PS 26-AB/TNB-008.

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