

### **JOB POSTING**

**Job Title:** Program Supervisor  
**Location:** Rosedale, Chilliwack

**Status:** Full time  
**Hourly Rate:** \$35.12 - \$43.27  
(Based on credentials & experience assessment)

**Schedule:** 40 hours/week

**Posting #:** 23-164  
**Closing Date:** November 26, 2023

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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 at the Rosedale Intensive Treatment Program.** Located in Chilliwack, the bed-based treatment facility provides live-in services for women with moderate to severe substance misuse. Residents participate in up to 5 months of treatment consisting of structured relapse prevention and counselling interventions to address problematic substance use. Program delivery consists of psychoeducational groups, clinical counselling, and strengthening prosocial community supports for the transition from live in services back to the resident's community of choice.

The program supervisor oversees a multidisciplinary staff team that operates on an awake around the clock basis, supporting women with individualized case management, goal planning and the coordination of services to reduce the harms of substance use dependence, and support the transition from live-in services and supports to independence.

#### **KEY RESPONSIBILITIES:**

- Manage the program, ensuring organizational goals, legislative requirements and accreditation standards are being met.
- Work with funders and EFry management to ensure program deliverables are achieved.
- Provide direct supervision to program staff, including coaching, performance evaluation and management.
- Responsible for recruiting and retaining program staff.
- Oversee referral system, screening, admissions, case conferences and case management.
- Manage program budgets.
- Develop and maintain relationships with stakeholders in the community.
- Perform other related duties as required.

#### **QUALIFICATIONS:**

- A bachelor's degree in Criminology, Social Work, Counselling, Psychology, or related field (master's an asset); or the equivalent combination of education and experience totaling (5) five years.
- Three (3) years of previous, direct program delivery experience in the community social services sector with a demonstrated working knowledge of a like and similar community-based program and related provincial and community supports is required.

- Working knowledge of women's issues, substance use treatment, harm reduction, opioid agonist therapy (OAT), co-occurring disorders, homelessness, trauma, poverty, reintegration practices, and community resources.
- Working knowledge of the Community Care And Assisted Living Act and Regulations, Income Assistance and Substance Use Services.
- Performance management experience within unionized environments.
- Experience with strength-based approaches.
- Exceptional data collection, reporting, administrative, management, and organizational skills.
- The ability to function independently and frequently under pressure while managing concurrent needs and problems, including critical incidents, emergency situations, and providing consultation and support to programs on a rotational, on call basis.
- Demonstrated ability to provide strong leadership, including the ability to motivate teams and ensure effective teamwork.
- Ability to mentor and supervise a diverse team of workers.
- Strong communication skills, both written and verbal.
- Ability to provide guidance to staff in developing appropriate client care plans and goals consistent with community care licensing standards.
- Must possess solid judgement, problem solving, critical thinking, analytical skills, and the ability to perform while under pressure.
- Proficient in MS suite products and ability to learn and master new software applications.
- Ability to lift up to 30 lbs.

#### **MANDATORY JOB REQUIREMENTS:**

- Standard First Aid with CPR-C.
- Evidence of COVID-19 vaccinated status.
- Doctor's note of fitness required.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).
- Ability to obtain Enhanced Federal Reliability Status.
- Valid driver's license (Class 5) with a satisfactory driving record.

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](mailto:hr@efry.com) by no later than November 26, 2023, with the subject line PS 23-164.

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