

JOB POSTING

Job Title: Program Supervisor
Program: Ellendale & Cradle, Surrey
Schedule: Monday to Friday: 0830-1700

Status: Full Time
Hourly Rate: \$ \$77,500 – \$85,070
Posting #: 26-LIZ-008
Closing Date: Open until fill

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 for Ellendale & Cradle. Located in Surrey, Ellendale and Cradle workers support women with substance use issues to live in a communal full-time live-in structured stabilization and transitional living residence in Surrey. The program has two streams comprised of up to 10 women who may reside for 3-5 months; and 12 expectant and new mothers and babies who may reside for up to eight months. Supervisor will ensure that day-to-day operations of the residence are run in a professional and efficient manner with attention to confidentiality and in accordance with all standards, contractual, legal and Society requirements. The Residential Program Supervisor also provides ongoing supervision and evaluation of all staff personnel and program policies. This position is required to work in a stressful environment often dealing with clients in crisis situations brought about by addiction problems. The ability to function independently and frequently under pressure while managing concurrent needs and programs, including managing emergency situations is an ongoing expectation of this position. Evening and weekend work may be required

KEY RESPONSIBILITIES:

- Develops, implements and evaluates residence goals, objectives, policies and procedures and ensures that the required standards are maintained. Identifies both physical and program needs of the residence and addresses such needs to the Department Manager. Plans with staff for changes.
- Schedules and supervises residence staff and monitors daily residence operations. Assists the Department Manager in recruiting, selecting and orientating of staff and provides guidance to staff on policies, procedures, techniques or other matters arising in the residence.
- Is responsible for the maintenance, cleanliness, safety, repair of the residence. Also maintains the residence's food and other inventory. These responsibilities may be done directly or through delegation to staff.
- Ensures that the residence functions within the operating budget for the year and assists senior management in the preparation of the budget.

- Evaluates the performance of residence staff. Identifies the needs for staff re: staff management, personal and professional development.
- 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 deliverer 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.
- Acts as a liaison with the community and promotes/encourages community involvement in the program. Establishes a rapport with the community and community agencies and maintain good public relations. Provides liaison with government officials, professionals, organization staff. Maintains open communication and participates in external community projects and committees.
- Performs other related duties as required.

QUALIFICATIONS:

- A BA in Social Service, or related field, or the equivalent combination of education and experience totaling 8 years' experience is required for this position.
- Understanding of cultural safety and trauma-informed practice.
- A minimum of three years working with disadvantaged client population and three years supervisory experience in residential setting. Administrative and supervisory experience with contract negotiations an asset.
- Extensive knowledge of addiction, harm reduction, and Methadone Programs. Knowledge of women's issues including female offenders is an asset.
- Familiarity with community resources and public relations aptitude.
- Experience working in a licensed facility is an asset.
- Excellent communication skills both written and verbal.
- Valid driver's license (Class 5) with satisfactory driving record, an 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).

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](mailto: hiring@efry.com) by no later than February 23, 2026, with the subject line PS 26-LIZ-008.

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