

JOB POSTING

Job Title:	Program Supervisor	Status:	Temp Full -Time Until return of incumbent on maternity leave
Program:	Gurney's Program	Start Date:	September 2026
Location:	New Westminster	Annual Rate:	\$79,823.27
Hours:	40.00 hours/week	Posting #:	26-GUR-089
Schedule:	Monday to Friday, 8:30am-5:00pm Flexibility as required	Closing Date:	Until Filled

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 Temporary Full-time Program Supervisor for Elizabeth Gurney House. Located in New Westminster, Elizabeth Gurney House is a temporary shelter that provides accommodation for 12 women experiencing homelessness and their children. Support workers provide awake, 24-hour support and site management, assisting residents in addressing their immediate crisis needs and developing housing plans. Staff and residents work together in the day-to-day tasks involved in communal living.

The Program Supervisor is responsible for the overall leadership, coordination, and daily operations of the Elizabeth Gurney House program. This includes ensuring services are delivered in a safe, professional, and trauma-informed manner in accordance with organizational standards, contractual obligations, licensing requirements, and applicable legislation. Provides supervision, guidance, coaching, and performance evaluation for staff, supports program planning and development, and ensures the effective delivery of services to clients with complex needs.

The Program Supervisor also plays a key role in crisis response, community partnerships, and operational management. 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.

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 hiring@efry.com with the subject line 26-G-008.

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