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Job Posting #: 02-2025-ADMIN

INTERNAL AND EXTERNAL JOB POSTING

Nelson CARES Society – Services for Community Living Program

Position: Program Manager

Location: Nelson, BC

Classification: Permanent Part-Time (20 hrs/wk, increasing to Permanent Full-Time 32 hrs/wk)

Nelson CARES Society is a multi-program, non-profit organization committed to building a healthy, inclusive community through advocacy, affordable housing, and support services. Services for Community Living (SCL) Program is one of our long-standing initiatives, delivering 24-hour, person-centered supports to adults with diverse abilities at three community living homes. The SCL program is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

Job Summary: The SCL Program Manager is responsible for the overall planning, coordination, and management of the program. Working from a trauma-informed perspective, the Manager ensures an environment that fosters independence, dignity of risk, and meaningful community inclusion for the individuals supported.

The ideal candidate will have:

- Strong management skills with experience working in a unionized work setting.
- Experience working closely with the Program funder, Community Living BC.
- A working knowledge of the Community Living sector principles and values.
- Good understanding of regulatory and licensing requirements.

Duties and Responsibilities:

- Oversee daily operations of the SCL program to ensure compliance with CLBC contracts, licensing requirements, CARF standards, and the Society's policies.
- Provide supervision and leadership to the SCL House Supervisory team, Program Assistant, and indirectly to Community Support Workers.
- Develop and maintain policies and procedures to meet regulatory and collective agreement requirements.
- Ensure health, safety, and risk management practices are consistently followed.
- Develop, implement, and monitor individualized support plans in collaboration with individuals served, families, and teams.
- Establish program goals and outcomes, prepare reports for funders, and support accreditation and quality improvement initiatives.
- Develop and monitor annual program budgets in collaboration with the Finance Manager.
- Support funding applications and negotiate contracts with government and other funders.
- Ensure staffing schedules balance individual support needs with operational efficiency.

- Review and approve staff payroll in alignment with the Collective Agreement, policies, and BC Employment Standards Act.
- Participate in emergency on-call rotation, responding to urgent staff and program needs.
- Participate in senior management team activities, including strategic planning, policy development, and quality improvement.
- Build and maintain positive, professional relationships with families, advocates and community partners.
- Facilitate family and community engagement, including Parent Advisory Committees.

Job Skills and Abilities:

- Excellent leadership and supervisory skills.
- Familiarity with Collective Agreements, the BC Employment Standards Act and WorkSafe BC Regulations.
- Knowledge of CLBC service delivery system, Person-Centered Planning, and Community Living best practices.
- Excellent oral, written, facilitation and interpersonal communication skills.
- Proven negotiation and conflict resolution skills.
- Effective human resources skills including recruitment, supervision and performance evaluation.
- Well-developed planning, organizing, budgeting, and administrative skills.
- Ability to work collaboratively with diverse stakeholders.
- Strong ability to function independently and as a team member.
- Ability to maintain multiple concurrent projects and deadlines.
- Proven skill in effectively managing emergency situations.

Qualifications:

- Post-secondary degree in Social Work, Community Social Services, Psychology, or a related field.
- Minimum of 3 -5 years management/supervisory experience in a non-profit setting.
- Demonstrated experience supporting individuals with diverse abilities and / or complex needs.

Employment Requirements:

- Access to a reliable vehicle
- Satisfactory Criminal Record Check

Compensation:

\$40.10 per hour (JES Wage Grid #16)

*A higher hourly rate may be offered commensurate with experience and qualifications.
This is a benefitted position after 3 months of continuous employment.*

Start Date:

As soon as possible

Application Deadline:

4:00 pm, October 6, 2025 (extended)

Please e-mail a cover letter, resume, and e-mail addresses for three professional references to:

Executive Director

e-mail: executivedirector@nelsoncares.ca

Nelson CARES Society is an equal opportunity employer. All internal candidates will be contacted as to the status of their applications. All external applicants will only be contacted if short-listed for an interview. A full job description is available upon request.