



March 25, 2026

Job Posting #: 04-ADMIN-2026

EXTERNAL AND INTERNAL JOB POSTING

Nelson CARES Society – Supportive and Emergency Housing Services

Position: Program Manager

Location: Various Locations, Nelson BC

Classification: Permanent (Full-time) 35 Hours/Week

This is a benefitted position after completing 3 months of continuous employment

Nelson CARES Society (NCARES) is a multi-program, non-profit organization committed to building a healthy, inclusive community through advocacy, affordable housing, and support services. The Supportive and Emergency Housing Services is part of NCARES' Affordable Housing Program that provides housing to families, individuals with diverse abilities, seniors and those at risk of homelessness.

Job Summary: The Program Manager – Supportive & Emergency Housing Services is responsible for providing leadership, coordination, and case management support across NCARES Supportive, Semi-supportive, and Emergency Housing sites. This includes ongoing oversight of daily program operations, supervision of staff, ensuring compliance with all policies and legislation, and resolving complex tenant or operational issues.

Summary of Duties and Responsibilities:

1. Programs Leadership & Oversight

- Oversee the day-to-day operations across sites and ensure consistent implementation of trauma-informed care, harm reduction practices and person-centred service delivery.
- Ensure programs operate within BC Housing contracts, applicable legislation (eg. Residential Tenancy Act, WorkSafe, Human Rights Legislation), NCARES policies and accreditation standards.
- Design, implement, and assess program goals, policies, and procedures.
- Support integration and coordination between supportive housing, shelter services, and Coordinated Access.
- Monitor program performance through incident reports and effective data-tracking practices.
- Provide support during critical incidents, complex tenant situations, or operational issues.
- Ensure appropriate 24/7 on-call systems are in place and participate in on-call rotation.

2. Human Resources & Labour Relations

- Provide direct supervision to site-level supervisors, providing coaching, mentorship, and performance management.
- Ensure probationary and performance evaluations are completed in a timely manner and coordinate mandatory training and development.
- Participate in the recruitment, hiring and onboarding of supervisors and staff.
- Ensures compliance with the Collective Agreement, including scheduling practices and overtime management in collaboration with site supervisors and the Housing Director.
- Review and approve time entries in the Inclusion scheduling/payroll system, confirming entries for Site Supervisors, schedulers, and front-line staff, and ensuring accurate hours reporting.

3. Case Management

- Provide leadership and guidance to supervisors and staff in supporting individuals with complex and concurrent needs, including mental health, substance use and physical health needs.
- Support case consultation processes, including case conferencing, risk assessment and coordinated care planning for high-acuity individuals.
- Support staff in navigating healthcare, income assistance, housing, and legal systems.
- Establishes and maintains good working relationships with the Nelson City Police Department, the local RCMP detachment and external program professionals (e.g. Interior Health professionals).

4. Tenanting

- Participate in the tenanting process for supportive housing sites to ensure compliance with BC Housing criteria and eligibility guidelines.
- Ensure supportive housing buildings are fully tenanted, and turnovers are completed within the one-month rent cycle.
- Monitors, administers and communicates with tenants with matters relating to the terms and conditions of the Residential Tenancy Act and program agreements, including issuing warning letters, evictions and rental references.
- Ensure all tenants pay the required security deposit at lease start and the full rent by the first of each month. Adhere to RTB rent collection regulations.
- Perform inspections of units, buildings and grounds that include move-in, move-out, annual, and as-needed unit inspections, as well as regular property walkabouts.

5. Shelter Operations

- Support shelter operations to ensure access is low-barrier, safe, and responsive to guests' needs.
- Ensure accurate and consistent record-keeping of monthly data and client files.
- Manages the development and implementation of guest support programs.
- Organizes and communicates staff schedules in conjunction with the front-line supervisor.
- Identifies the shelter's needs and participates in developing funding and fundraising opportunities.

6. Financial and Administrative Management

- Develops and monitors annual program budgets with the Housing Director and Finance Director.
- Ensure accurate and timely reporting, including program reports and data reporting to funders.
- Ensure preventable site maintenance and repair items are completed in a timely manner.
- Ensures that required health and safety standards are in accordance with regulatory standards.
- Approves suppliers' invoices.

Full job description available upon request.

Job Skills and Abilities:

- Significant experience in supportive housing and/or emergency shelter services and working with vulnerable populations experiencing homelessness, mental health and substance use challenges.
- Demonstrated experience managing in a unionized environment.
- Strong leadership and team management skills across multiple sites.
- Demonstrated ability to work under pressure, to work independently with minimal direction and as part of a team, to take initiative, and to organize, prioritize and meet deadlines.
- Excellent communication, conflict resolution and coaching abilities.

- Strong understanding of trauma-informed practice, harm reduction, and housing-first principles.
- Knowledge of relevant legislation and regulatory frameworks, including working knowledge of CSSEA Collective Agreement, Residential Tenancy Act and other relevant regulatory legislation.
- Strong administrative, financial and reporting skills.
- Ability to think strategically while remaining operationally grounded.

Qualifications:

- Post-secondary degree or diploma in a related human services field, or equivalent combination of education and experience.
- 3-5 years of program management experience, preferably across multiple sites or service streams.

Employment Requirements:

- Valid BC Driver's license and access to reliable personal vehicle available for work
- Satisfactory criminal record check
- First Aid Certification, WHMIS Training, Naloxone Training, Suicide Prevention Training
- Non-Violent Crisis Intervention or equivalent de-escalation training certificate

Start Date: As soon as possible
Days of Work: Monday to Friday
Number of Weekly Hours: 35 hours per week
Remuneration: \$40.10 per hour (Grid 16, Step 1)
Application Deadline: April 10, 2026

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

Joanne Motta
Housing Director
Affordable Housing Program
e-mail: housingdirector@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.