



Program Manager

Full-Time

**Port Hardy and North Island
Port Hardy**

Thursday January 29, 2026

\$31 - \$40/ hour (\$37.50)

Company: Courtesy Family Child and Family Services

Website: <https://courtesyfamily.com>

Industry: Social Services

Remote/Camp Based Job: No

How to apply:

Send resume and Cover Letter to admin@courtesyfamily.com

Expiry Date:

Thursday, February 12, 2026

Details:

Full job description Scheduling and Pay This is a salaried position based on a 40-hour work week (Monday through Friday) at \$37.50/hour. The program supervisor is responsible for overseeing the day-to-day operations, staff assignments, and overall direction of the SHSS program in Enderby, BC. This role ensures that program outcomes are met through effective leadership, planning, coordination, and administration. The program supervisor also provides ongoing support to the SHSS programs within the region to ensure consistent, high-quality service delivery. Who we are: At Courtesy Youth, and Family Services, we are committed to supporting individuals through a trauma-informed approach that acknowledges the lasting impact of both acute and complex trauma. Our work is grounded in research that highlights the importance of safe, healing-centered environments as the foundation for long-term recovery and personal growth. We integrate key pillars of healing into our services: creating a sense of safety, fostering supportive relationships, and teaching essential self-regulation and coping skills. Our goal is to provide comprehensive, long-term care that meets people where they are and helps them build toward brighter futures. As a multi-service agency, we serve youth, families, and communities across British Columbia. Our programs and services are designed to strengthen emotional well-being, use culture as therapy, help individuals overcome adversity, and equip them with the skills to reach their full potentials. Our services include:

- Mental health support: counseling, prevention, and well-being programs
- Emergency care services
- Specialized long-term care
- Respite care
- Low-barrier, short-term stabilization care

The Position We are seeking a dedicated and experienced Program Manager of Specialized Housing and Support Services to oversee the operations of 24-hour

residential programs serving an individual with complex needs in Port Hardy, BC. This leadership role requires a compassionate, organized, and solutions-focused professional with a strong background in residential care management. The successful candidate will be responsible for ensuring the delivery of high-quality, person-centered services while maintaining compliance with licensing, safety, and organizational standards. Key Responsibilities:

- Oversee daily operations of 24-hour residential and support services for children, youth, or adults with complex behavioural and developmental needs.
- Lead, support, and supervise a multidisciplinary team, including Residential Child and Youth Workers and support staff.
- Ensure adherence to care plans, safety protocols, and applicable legislation, policies, and licensing requirements.
- Develop and maintain collaborative relationships with families, community agencies, Indigenous partners, and care teams.
- Participate in hiring, training, and performance evaluation processes for program staff.
- Support crisis response planning, intervention strategies, and culturally safe care practices.
- Lead the development of the SHSS Service Plan in collaboration with the child or youth and their SHSS Care Circle. Provide applied behaviour analysis and mental health support tailored to each individual's needs.
- Lead the creation of transition plans for children and youth, as outlined in the SHSS Service Plan, in collaboration with Guardianship Workers (where applicable) and other relevant experts.
- Coordinate the child or youth's care team to ensure a comprehensive and integrated approach to assessment and planning.
- Participate in client planning meetings, case conferencing, case management, and the preparation of related documentation and reports.
- Support access to supplemental services for children, youth, their families, and those involved in service provision, ensuring that all care needs are addressed.
- Act as a liaison with community organizations, government agencies, families, officials, and professionals, and promote community engagement in the program.
- Develop, implement, and evaluate SHSS goals, objectives, and procedures, ensuring adherence to required standards and policies.
- Evaluate staff performance and identify training and development needs to support continuous improvement and high-quality service.

Qualifications & Experience:

Qualifications:

- Degree or diploma in Social Work, Child and Youth Care, Psychology, or a related human services field.
- Minimum of 3 years of progressive

experience in supervising residential or 24-hour care programs. • Proven leadership and team management skills, including supervision and conflict resolution. • Strong understanding of trauma-informed, culturally responsive, and person-centered care. • Experience working with Indigenous communities and knowledge of Indigenous cultural practices is an asset. • Excellent communication, organizational, and problem-solving skills. • Proficiency in using case management systems and Microsoft Office applications. • Valid driver's license and access to a reliable vehicle. • Current First Aid/CPR, and a clear Criminal Record Check with Vulnerable Sector Screening. Skills • Good oral, written and interpersonal communications skills. • Demonstrated leadership skills. • Thorough knowledge of program issues. • Interviewing and assessment skills. • Familiarity with use of computers and other electronic devices. • Computer and basic software program knowledge (Windows, Teams, Excel) • Basic understanding of budgets, finance and ability to learn payroll systems. • Conflict resolutions Additional Information- The program supervisor must be capable of working independently and remaining composed under pressure, including during emergencies and while managing staff. Flexibility in scheduling is essential, as some shifts may include evenings, weekends, and holidays. Mandatory Pre-Employment Screenings • All offers of employment are contingent upon the successful completion of the mandatory screenings required by the Ministry of Children and Family Development (MCFD). • Applicants who have resided in any country after the age of 18 are required to provide a Criminal Record Check from each country in which they have lived.
