



Capilano Community Services Society (CCSS)
Youth Program Supervisor

Job: Program Supervisor

Department: Youth

Employer: Capilano Community Services Society

Work Location: 1733 Lions Gate Lane, North Vancouver

Type of Position: Permanent, Full-Time

Hiring Rate: \$32.05/hour gross

Days/Hours of Work: 37.5 hours per week Mon-Fri, and flexible hours required including occasional weekends and evenings, depending on scheduled programming.

Start Date: As soon as possible

Our Valued Benefits:

- A work culture that values teamwork, creativity, learning, fairness, and integrity
- Starting at 15 days of paid vacation
- 100% covered extended health benefits package after 3 months of consecutive employment
- Registered Retirement Savings Plan (RRSP) benefits after 1 consecutive year of employment
- Training and learning opportunities

About Capilano Community Services Society

CCSS is a registered, not-for-profit charitable society with a mission to foster safe, inclusive, and healthy communities where individuals and families can thrive. CCSS provides engaging family, youth, and seniors' programs and support services for North Shore residents. Our programming enhances overall wellbeing and promotes social connections. CCSS operates and delivers programming out of Lions Gate Community Recreation Centre.

Job Summary

CCSS is looking for a passionate, self-motivated, and outgoing individual to lead our youth team. The program supervisor has overall responsibility for the day-to-day operations of all youth programs and services, ensuring the delivery of relevant, high-quality and successful programs that meet the needs of the community. The program supervisor leads a team of staff and volunteers to collaboratively plan, coordinate and deliver onsite and outreach programs and



services. The program supervisor will work collaboratively with the CCSS management team and reports directly to the executive director.

Responsibilities:

- Oversees and monitors youth program and activities, assuring they align to community needs and youth interests
- Provides supervision to all youth services staff and volunteers including developing staff schedules, managing work assignments, planned and unplanned absences.
- Supports the delivery of programs and services by directly supervising and/or facilitating youth program events as per operational needs including fulfilling all the responsibilities of a youth outreach worker.
- Maintains a client caseload as required to ensure CCSS is meeting demands for services.
- Collaborates with other community services partners to coordinate the provision of youth services, exchange program information and resolve problems. Ensures CCSS is represented at youth community forums and events.
- Ensures the executive director is updated on key issues that directly relate to youth programs and services.
- Implements processes to evaluate youth programs and services and prepares reports as required for the CCSS board of directors and funders.
- In collaboration with the executive director and manager of administrative services, manages the programs financial resources, ensuring the youth program operates within the assigned budget, and expenditures are in line with all organizational policies and/or funder requirements, as applicable.
- Ensures appropriate resources are available to support and maintain programs, identifying any barriers to successful program execution and escalating as appropriate.
- Participates in fundraising activities and prepares funding/grant applications, as directed.
- In consultation with the executive director, interviews, hires, and onboards new staff.
- Onboards new volunteers.
- Monitors performance and mentors program staff and volunteers. Implements and supports as required and in consultation with the executive director, makes staffing decisions.
- Ensures program standards, guidelines and policies of the organization are adhered to, especially those related to staff and participant safety and suspicion of child abuse.
- Ensures that client information is maintained appropriately and confidentially secured.
- Provides input and develops communications and marketing collateral for youth events, programs and projects.



- Works collaboratively and communicates effectively with all CCSS staff, volunteers, clients, 3rd party contractors, and partners to achieve organizational goals and build relationships in an environment of inclusion and respect.
- Performs other related duties as assigned.

Qualifications and Experience:

- A bachelor's degree in the area of social work, psychology or a related field.
- Minimum 3 years' experience delivering youth services.
- A minimum 2 years' experience in a supervisory role.
- A relevant combination of education and experience will also be considered.
- Must possess a First Aid certificate and CPR certificate or be able to obtain certification by start of employment.
- Food Safe Level 1 Certificate is an asset.

Knowledge, Skills and Abilities

- Demonstrates effective leadership and supervisory skills.
- Demonstrates excellent communication skills, be adaptable and be a creative problem solver.
- Ability to function independently as well as part of a team.
- Ability to perform duties effectively while managing multiple concurrent projects and deadlines including urgent, crisis situations.
- Excellent oral, written, facilitation and interpersonal communication skills
- Knowledge of child and family service legislation and regulations.
- Demonstrates considerable knowledge of small group dynamics, related to youth.
- Demonstrates ability to plan, organize, and operate within a budget.
- Experience working with diverse groups including LGBTQIA2S+ and indigenous youth is preferred.
- Ability to recognize and appropriately manage behavioral and social adjustment issues in youth.
- Demonstrates awareness, understanding, and sensitivity in all issues related to diversity and inclusion, including but not limited to cultural humility and identity, financial status, social isolation, learning ability, gender and sexual identity, language and im/migration status.
- Experience working with racialized, marginalized and vulnerable populations, such as Indigenous, LGBTQIA2S+ and BIPOC populations.
- Proficient in standard office software programs and relevant social media sites.
- Able to carry up to 20 lbs and move furniture as required for room set-up/clean-up.



- Able to speak a second language in addition to English is an asset.

Applicant Criteria

- Must be legally entitled to work in Canada in accordance with relevant federal legislation and regulations.
- A successful criminal record and vulnerable sector check will be required prior to the start of employment.
- Valid unrestricted (no "N") class 5 BC driver's license
- Full access and use of own vehicle is required for this job (program travel expenses reimbursed).
- Class 4 BC drivers license is an asset.

How To Apply

To apply for this job, **please email your cover letter and resume by 4pm on Tuesday, August 5th** to the attention of: Maralyn Wild, Manager of Community Development at:

maralyn@capservices.ca

No phone calls please.

We thank all candidates for applying and will only be contacting shortlisted candidates.

CCSS is committed to recruiting a diverse workforce that represents the communities we so proudly serve while encompassing the principles of equity, inclusion, and diversity. We strongly encourage applications from people of color, indigenous Peoples, persons with disabilities, and people of all gender expressions and sexual orientations including queer, trans, and two-spirit people. In our words and actions, we recognize the challenges for those facing inequalities, while acknowledging our privilege, as we continuously strive to remove bias to reduce barriers that individuals may experience in the job-seeking process. We invite feedback from all applicants who apply for roles with CCSS.

CCSS honours the Elders and Knowledge Holders, past, present, and future, and acknowledges with gratitude that we work, learn, and serve in communities situated on the traditional, ancestral and unceded territories of the Skwxwú7mesh (Squamish), Səlílŵətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwəʔəm (Musqueam) Nations.