



## Nelson & District Women's Centre

*West Kootenay Women's Association*  
Nelson Women's Centre Programs Manager  
Job Description March 2026

**Contract Start Date: May 1, 2026**

### Function:

The Programs Manager Role is 18 hours per week and reports to the Executive Director. The Programs Manager is responsible for managing all programs and events facilitated at the Nelson & District Women's Centre (NDWC). The Programs Manager provides support to program coordinators, volunteers, and service users when needed. The Programs Manager is expected to work on-site during program hours and may occasionally be asked to work additional weekend and evening hours for meetings and events. Additional hours must be approved in advance by the Executive Director.

### Duties and Responsibilities:

#### A. PROGRAMS

- Manage all Nelson Women's Centre Programming
  - Development (present to Executive Director when for review)
  - Facilitation (staff, service users, volunteers and materials & Supplies)
  - Reporting (qualitative and quantitative data + deliverables when applicable)
- Create and maintain a safe, warm, and welcoming space rooted in the inclusive values of WKWA
- Engage and build relationships with NDWC Staff and volunteers
- Follow and implement policies and procedures; ensure confidentiality and best-practice standards are maintained
- Train Program coordinators and volunteers
  - Provide orientation, ensure all necessary paperwork is signed and filed accordingly
  - Ensure an employee and volunteer police Information Check is completed and clear for work with children and vulnerable persons prior to first shifts
  - Ensure program Coordinators are equipped with education and information about community resources
  - Provide coaching, support and oversight to program coordinators and volunteers including conflict management and debriefing for peer counseling
  - Conduct weekly check-ins with program coordinators
- Create monthly staff and volunteer schedule
- Attend Monthly Coordinating Collective (CC) meetings (every 4<sup>th</sup> Tuesday)
- Cover employee lunch breaks when applicable

#### B. VOLUNTEER MANAGEMENT

- Monitor and review volunteer roles and responsibilities

420 Mill Street, Nelson, BC V1L 4R9

[www.nelsonwomenscentre.com](http://www.nelsonwomenscentre.com)

250-352-9949

[ed@nelsonwomenscentre.com](mailto:ed@nelsonwomenscentre.com)

Empowered Healthy Community



- Recruit, train, schedule, and coordinate NDWC volunteers in diverse roles and activities.
- Provide coaching, support, and oversight to volunteers, including conflict management
- Develop and Facilitate Rooted in Community Volunteer Training Program twice per year (spring and autumn)
- Plan volunteer appreciation events
- Distribute 'thank you' cards after large events or to celebrate the new year
- Maintain regular data collection and documentation of volunteer hours and tasks
- Perform volunteer roles when needed

#### **C. SUPPORTIVE COUNSELING AND SERVICE NAVIGATION**

- Cover Drop-in when crisis support is requested from the drop-in coordinator
- Debrief with drop-in coordinator regarding service user incidents or concerns
- When necessary, provide crisis support, intervention and safety planning to staff
- Facilitate Peer Counseling Services with authorized volunteers and practicum students

#### **D. COMMUNITY ENGAGEMENT**

- Maintain relationships with community partners and service providers
- Attend community meetings and represent the Nelson & District Women's Centre when requested by the Executive Director
- Collect content and create promotional material for active or upcoming programs and events on our social media accounts, website, and newsletter, and
- Manage Nelson Women's Centre marketing and design initiatives to ensure cohesive branding of WKWA

#### **E. OPERATIONS/ADMINISTRATION**

- Manage the day-to-day operations at the Centre: delegate when possible
  - Ensure the property is clear of hazards (inside and outside)
  - Oversee cleaning and maintenance including garbage and recycling pickup
  - Procure materials and supplies for all active programs
  - Adhere to the approved budget or seek approval from the Executive director for non-regular purchases
  - Submit all expense receipts
- Maintain accurate records of:
  - all in-kind donations, including food and other basic needs supplies
  - client needs assessments and referrals (when necessary)
  - Police Information Check information
  - Volunteer/staff signed forms
  - Incident forms
- Submit monthly reports for all active programs to the ED one week prior to CC meetings



- Maintain, organize, and coordinate regular upkeep of the Women's Centre property and supplies
- Complete initial probation two-month check-in and annual employee reviews
- Assist with hiring of NDWC staff when requested by the Executive Director
- Collaborate with NDWC team to ensure services are relevant, effective, and accessible
- Participate in evaluation and continuous quality improvement including outcome assessment for services provided
- Review and update succession plan every 3 years
- Report to the Executive Director

#### Education and Skills

- 3+ years management experience
- Education and/or equivalent training and experience in the community Services
- Training and experience in supportive counselling, victim services and crisis intervention is an asset
- Ability to work both independently and collaboratively in a team setting
- Proficient with crisis management and problem solving
- Non-violent communication training
- High level oral and written communication skills
- High level organization and multitasking ability
- Proficient with with Google Drive, Zoom, Excel, Canva, Microsoft
- A strengths-based, non-judgement and client-centered approach to service provision
- Understanding of the impact of biases respecting race, class, sex, gender, sexual orientation, dis/abilities
- Demonstrated cultural awareness and responsiveness in working across diverse populations
- Demonstrated understanding and commitment to intersectional feminist, trauma-informed, and anti-oppressive frameworks
- High ethical standards and professionalism, with demonstrated ability to adhere to strict confidentiality practices
- Strong professional boundaries and ability to enforce policies and procedures
- Working knowledge of community services and resources in the area is an asset
- Physical ability to lift up to 50lbs

#### EMPLOYMENT REQUIREMENTS:

- Access to reliable transportation
- Satisfactory Criminal Record check

**HOURS:** 18 hours/week

**COMPENSATION:** \$29.17/hour

**CONTRACT:** Beginning May 1, 2026, ending March 31, 2027. Position will renew yearly on April 1 as funding allows.

To apply send Resume and cover letter to [ed@nelsonwomenscentre.com](mailto:ed@nelsonwomenscentre.com)

Only successful applicants will be contacted.

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