



Nelson & District Women's Centre

West Kootenay Women's Association

Nelson Women's Centre Programs Manager

Job Description JULY 2026

Function:

The Nelson Women's Centre Programs Manager Role is 15-18 hours per week. They are responsible to uphold the Vision, Mission, and Values of WKWA. The Programs Manager is responsible for managing all programs and events facilitated at the Nelson & District Women's Centre (NDWC). The Programs Manager supports program coordinators, volunteers, and service users when needed. The Programs Manager is expected to work on-site during program hours and may be asked to work additional weekend and evening hours for meetings and events. The OM reports to the Executive Director

Duties and Responsibilities:

A. PROGRAMS

- Manage all Nelson Women's Centre Programming
 - Development (when requested draft and present to Executive Director for review)
 - Facilitation (oversee staff, service users, volunteers and materials & Supplies)
 - Reporting (report on 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 4th Tuesday)
- Cover employee lunch breaks when applicable
- Facilitate weekly staff meeting with coordinators to debrief and check-in

B. VOLUNTEER MANAGEMENT

- Monitor and review volunteer roles and responsibilities

420 Mill Street, Nelson, BC V1L 4R9

www.nelsonwomenscentre.com

250-352-9949

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 (twice per year)
- 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 to post on our social media accounts, website, and newsletter, and
- Adhere to Nelson Women's Centre marketing and design initiatives to ensure cohesive branding of WKWA

E. OPERATIONS/ADMINISTRATION

- Manage/oversee the day-to-day operations at the Centre:
 - Ensure the property is clear of hazards (inside and outside)
 - Oversee cleaning and maintenance of the facility 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 and document expenses
- 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



- Submit program reports when requested by the ED
- 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
- Note Strategic Action Plan to achieve long high-level goals.
- Review and update succession plan every 3 years
- Weekly meeting with Executive Director
- Report to the Executive Director

EDUCATION & 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
- High level oral and written communication skills
- 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 is essential
- Demonstrated cultural awareness and responsiveness in working across diverse populations
- Demonstrated understanding and commitment to feminist, intersectional, trauma-informed, and anti-oppressive frameworks
- High ethical standards and professionalism, with demonstrated ability to adhere to strict confidentiality practices
- 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

COMPENSATION: \$29.17/hour

HOURS: 15-18 hours/week

Contract: August 15, 2026 – March 31, 2027 (renewable annually as funding allows)

[Complete online application here](#) - only successful applicants will be contacted.

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