Archway Community Services has been helping people since 1969. We provide more than 90 programs and services to clients at every stage of life. Our vision for the future is justice, opportunities, and equitable access for all. We strive toward that goal by fostering community well-being and social justice through positive action and leadership. Come help us help people.

**JOB SUMMARY**

We envision a world in which our food systems are sustainable, resilient, and equitable. The system is inclusive of local farms and local food producers, businesses, and individuals who are ethnically, culturally, and economically diverse, healthy, thriving and empowered.

Reporting to the Director of Advocacy and Social Equity (ASE), the Program Supervisor is responsible for the daily operation of Food Bank programs including Starfish Pack, Dental Clinic, Satellite Programs, Intake, Christmas Bureau, and Toys for Tots. The Supervisor, Programs, is responsible for the effective administration, leadership, and advancement of food service programs and the delivery of client-centered services. Responsibilities include program assessment, review, strategy, and implementation. You will also be responsible for effective resource allocation and budget management and providing leadership and supervision to the team.

The Supervisor, Programs supports the Director ASE, in adopting and implementing a human rights/equity based social justice lens to food related programming at the Food Bank.

**KEY DUTIES AND RESPONSIBILITIES**

**Supervision**

- Provides supervision to staff. Supervision includes providing direction, consultation, mentoring and coaching and providing performance management to staff.
- Oversight responsibility and supports the daily operations of the Starfish Pack, Dental Clinic, Program Satellites, Seva Food Pantry, Christmas Bureau, Toys for Tots, and the Front Desk.
- Supports staff in overseeing a large base of volunteers in compliance with agency standards, policies, and procedures.
- Create a safe and effective work environment for the team.
- Ensures that staff have the supports they require to deliver programs and services.
- Promotes and ensures excellence in service provision using a client centred approach.
- Attends and participates in staff, department, and program meetings, and in all mandatory agency trainings.
Budget and Administration

- Develop program budgets and proposals in consultation with the Director, ASE.
- Assists in determining cost estimates, manages activities to ensure compliance with funding/donor requirements, regulations, and policies and grants.
- Supervises expenditures within the existing budget allowance, makes budget recommendations, and monitors program income statements and general ledgers on an ongoing basis ensuring program performance is consistent with budgeted expectations.
- In consultation with the Director, ASE, requisitions supplies and materials in accordance with the annual budget.
- Ensures the timely submission of program reports including (e.g., ED Report, Quarterly Reports, Annual Reports, Funding Reports, etc.).
- Ensures accurate and timely reporting of statistical information as required by appropriate funders (e.g., Fraser Health, the City of Abbotsford, United Way of the Lower Mainland etc.).
- Assists in managing and stewarding donor and GIK receipting.
- In collaboration with the Director, ASE, and the Communication team, provides visibility in social media, and public relations.
- In consultation and collaboration with the Director, ASE, administers program grant applications.
- Works with staff team to assess department/programming risks and develops strategies to mitigate risks.
- Helps to cultivate interdepartmental cooperation by participating in departmental activities including goal planning, team training, meetings, and interdepartmental communication.
- Takes the lead on special projects and initiatives as assigned by the Director, ASE.

Programming

- Assists to ensure a client centred approach and accesses programs to ensure they meet emerging client needs and contractual obligations.
- Assists in the development of programs and program planning.
- Fosters and maintains alliances and relations with internal and external stakeholders.
- Maintains a human rights-based approach to food, identifies program gaps, and makes recommendations for improvement in current program strategies.
- To participate in food bank activities, including media interviews, lead tours, and new volunteer orientations (as needed) to enhance public awareness of the food bank.
- Promotes and ensures excellence in service provision and ensures that standards, guidelines, and policies of Archway Community Services are adhered to.
- In collaboration with the Director, ASE, proactively supports and addresses areas of food injustice and food insecurity and makes policy recommendations.
- Works closely and alongside the Food Justice Team to build relationships with advocates and decision makers focusing on the area of food security, food sovereignty, and food justice.
- Other duties as assigned by the Director, ASE.

Requirements and Qualifications

Education and Certification:

- Satisfactory Criminal Records Check.
- Bachelor’s Degree in Social Sciences or Business Administration or other relevant discipline or the equivalent combination of education and work experience.

Experience:

- At least 3 years of progressive leadership experience.
- At least 2 years’ experience working in a position that addresses food security issues.
• At least 2 years’ experience working in either program management, program delivery, program
coordination.
• Current and valid Class 5 BC Driver’s License.

Knowledge and Skill Set
• Well-developed written and verbal communication skills including ease in addressing large groups and
communicating with diverse workgroups.
• Experience in program development and problem solving.
• Ability to interact with clients, volunteers and co-workers with diverse ethnic and cultural backgrounds
and treat everyone with respect, dignity, and compassion.
• Strong knowledge of performance management principles (e.g., hiring, training, and coaching).
• Strong competency with computers, able to use Microsoft Office365 particularly Word, Outlook, Excel,
and PowerPoint.
• Strong planning, organizing, and time management skills able to manage competing priorities and meet
deadlines.
• Demonstrated ability to proactively solve problems independently and work collaboratively with others
to achieve common goals and positive results.
• Excellent inter-cultural communication and conflict resolution skills.
• Demonstrated aptitude for change management—able to connect “small” actions to a “big picture.”

WORKING CONDITIONS
• This position may require meeting with the public, requiring adherence to COVID-19 safety protocols.
• This position has frequent interruptions, requiring switch-tasking.
• This position requires long periods of sitting.
• This position works in a multi-disciplinary collaborative team.
• COVID-19 vaccine is strongly recommended.
• This position requires the ability to occasionally perform some heavy lifting – 50lbs.

Closing date is February 18, 2022

TO APPLY
Interested applicants are to reference Posting #2022-30-04 in the subject line.

Please submit your cover letter and resume to:
Email: jobpostings@archway.ca
Subject: Job Posting #2022-30-04

No phone calls please. Only short-listed applicants will be contacted.
Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish
for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT
FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in
the body of the e-mail.

Archway’s goal is to be a diverse workforce that is representative, at all job levels, of the people we serve.
Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices
that have been underrepresented or discouraged. We encourage applications from members of groups that
have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual
orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family
status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

We invest in the mental health and wellbeing of our employees.