

FAMILY SERVICES of the NORTH SHORE

Job Posting

Full-Time (35 hours per week)

Position:	Manager of Community Hub Programs
Position #:	26-2216
Reports to:	Director of Community Hub Programs
Location:	Community Hub
Closing:	August 16, 2026

The Agency:

Family Services of the North Shore is an accredited, not-for-profit, community-based agency committed to making a deep and lasting impact on our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

The Programs:

Through our Community Hub at Capilano Mall, staff and volunteers deliver meals and groceries, make caring calls, spend time with isolated seniors and families, and provide gently used clothing during Connect Days. Every winter, the Christmas Bureau ensures our neighbours can celebrate the holidays with their families.

The Job:

This is a permanent 1.0 FTE (35 hours per week) position. This is primarily an in-person position with limited opportunities to work from home.

This position is responsible for the following duties:

1. Provide overall operational responsibility for the successful running of the assigned Community Hub programs (Christmas Bureau, Connect Days, Food Resources and programs for Seniors & Caregivers, etc).
2. In collaboration with the Director of Community Hub programs, set the annual budget for the assigned Community Hub programs as well as the overall budget for all Hub programs.
3. Working with the Director of Community Hub programs, write grants and grant reporting, research additional grants and other types of funding opportunities.
4. Develop strategies, guidelines, action plans, and timelines for assigned Community Hub programs to improve programming today and expand and enhance programming into the future.
5. Liaise with donors regarding Hub programs. Continuously provide education to donors, community members, and volunteers about Hub programs and the Agency's vision for those programs.
6. Manage and supervise the Community Hub staff including the Lead for Seniors programs, the Hub Coordinator, administrative support, and temporary staff.

7. Lead volunteer engagement for the 200+ volunteers who volunteer in the Community Hub programs. Provide oversight of volunteers for the Christmas Bureau and other Hub programs. Oversee the volunteer schedule, orientation and training for Hub programs and initiatives.
8. Manage the Agency's annual Christmas Bureau, including program-specific volunteer training, the client intake process, Christmas Bureau sponsor matching, the annual toy shop week and hamper exchange days.
9. Support the Seniors Program Lead with volunteer management, client intake and achieving grant deliverables.
10. Support the Senior Administrator, Community Engagement with the food delivery program, building out additional food resources to increase capacity.
11. Create and execute the annual program volunteer celebrations.
12. Other related duties and responsibilities as they arise.

The Candidate:

You have 5+ years of experience managing staff and operations in a complex environment (development, hospitality, etc.). You have experience managing budget and contract deliverables as well as experience leading a team and working with volunteers. You have a high level of competency with Microsoft 365 and the ability to trouble-shoot minor challenges with technology. Post-secondary training in a relevant field would be an asset as would work experience in a not-for-profit.

In addition, you are a strategic thinker with an entrepreneurial spirit and are always looking out for opportunities to increase revenue and improve programs. You have a strong understanding of systems and processes and know how to train others as required. You are non-judgmental with a clear understanding of the role privilege plays in relationships. You also have a strong understanding of privacy, confidentiality, and discretion. You have strong organizational and communication skills and the ability to work well under pressure in a frequently changing environment.

Other Information:

Family Services of the North Shore is committed to diversity and inclusion within its workforce and encourages all candidates, irrespective of gender, sexual orientation, nationality, religious and ethnic backgrounds, and including people with disabilities to apply to become part of our organization.

Rate: \$79,003-\$85,103 (\$43.42-\$46.76 per hour) for 35 hours per week (pay grade 17).

Please respond, in confidence, with resume and cover letter to:

careers@familyservices.bc.ca

Kathleen Whyte

Director of Human Resources

Family Services of the North Shore

While we thank all applicants for their interest, only short-listed candidates will be contacted.