

Role: Programs Director

Permanent, Full-Time, On-Site (Vancouver, BC)

At Promise Vancouver, we bring together children and youth in a supportive environment focused on growth, leadership, and belonging. Children in grades 1-4 and preteens in grades 5-7 participate in engaging, relationship-based programs that help them know and believe they are valuable and loved. Teens in grades 8-12 take on opportunities to lead in a supportive environment: mentoring younger children as employed “Young Leaders” in our childcare programs and/or coordinating outdoor expeditions with fellow youth through our Trekkers Program. Together, these programs initiate continuous cycles of growth, leadership development, and community-building.

The Programs Director oversees all of Promise Vancouver’s programs to ensure they effectively meet the needs of children, youth, and families. This role combines strategic and on-the-ground leadership with operational management and staff oversight. Working closely with the Executive Director as part of the leadership team, the Programs Director refines program quality, strengthens team cohesion, and fosters a healthy, relational, and community-focused culture among staff and programs. This is a great opportunity for a hands-on leader looking to expand the impact of social programs for a diverse community.

Our Mission & Faith

Promise Vancouver is a charitable organization serving Vancouver’s Downtown Eastside, focused on helping children and youth know they are valuable and loved. Our approach, “Reach a Child, Raise a Leader, Restore Community,” is realized through long-term relationships and intentional, trauma-informed programs. We foster safe and inclusive spaces where every young person feels seen, supported, and empowered, regardless of background.

The Christian commitment to love all people drives our mission. To further this work, we seek team members whose personal faith reflects this same commitment to Christ-like love, demonstrating deep empathy and discernment for our community’s diverse needs. This role offers the chance to contribute from a faith-informed perspective, applying professional expertise and spiritual depth to support our work’s heart and rhythm, extending love and care to everyone we serve.

Core Responsibilities

A. Program Oversight & Execution

- Lead and be involved in day-to-day operations of year-round out-of-school programs, ensuring program quality, consistency, and effectiveness.
- Develop, execute, and evaluate program growth strategies to expand reach and impact while maintaining relational integrity.
- Foster a safe, welcoming, inclusive, trauma-informed environment for children and youth, particularly Indigenous and marginalized families.
- Remain present and hands-on in programming, building trust with participants and families.

B. Staff Support & Development

- Provide overall leadership for program staff ensuring alignment with program goals and organizational strategy.
- Provide coaching, training, supervision, accountability, and performance evaluations.
- Ensure staff are equipped to focus on Young Leader development, empowerment, and mentorship.
- Handle crises as they arise, ensuring the safety and well-being of all participants and staff, with support from the Executive Director as needed.

C. Operational & Administrative Duties

- Develop, manage, and monitor program budgets and resources, ensuring financial accountability and alignment with organizational priorities.
- Implement operational systems, policies, communication structures, and safety protocols.
- Define program goals and outcomes, monitor performance data, and translate insights into reports and strategic recommendations for leadership and funders.
- Build, steward, and maintain strategic relationships with community partners, schools, and service providers to strengthen program delivery and long-term impact.
- Manage essential HR functions such as processing payroll hours for program staff and Young Leaders, creating and maintaining staff schedules, and recruitment, hiring, and onboarding workflows.

D. Young Leaders Program Leadership

- Oversee the Young Leaders Program (recruitment, training, scheduling, coaching, and evaluation).
- Ensure full integration of the YL program with Primary and Preteen programs.
- Support teens through employment development, mentorship, and coaching.
- Design and facilitate bi-weekly team nights and workshops that develop YLs' practical skills, confidence, and connection.

E. Co-Leadership Triad Responsibilities

- Serve as a senior organizational leader alongside the Executive Director and Director of Development & Innovation, contributing to the setting and execution of organizational priorities.
- Engage in cross-functional decision-making for the good of the organization.
- Contribute to and help execute strategies related to organizational sustainability, growth, and long-term impact.

Qualifications & Strengths

- Bachelor's in education, social work, child development, or related field, or equivalent experience
- Minimum 3 years of program management, preferably in settings serving vulnerable populations
- Demonstrated experience leading, supervising, and developing staff teams, including performance management and accountability
- Strong understanding of trauma-informed care, Indigenous realities, and barriers faced by low-income families
- Excellent organizational, problem-solving, and leadership skills, with the ability to manage operational, administrative, and strategic responsibilities
- Strong communication and interpersonal skills, with the ability to build meaningful relationships with children, youth, families, and community partners
- Charismatic, relational, and hands-on leadership style with a passion for developing young people
- Ability to navigate complex situations with calmness, cultural awareness, and professionalism
- Team-oriented leader with a commitment to excellence, accountability, and high standards in program delivery
- Deep passion for making a difference in the lives of children, youth, and families in the DTES

Ideal Candidate & Team Traits

- **Humble** – teachable, grounded, and open to growth
- **Warm** – relationally attuned, showing genuine compassion
- **Joyful** – curious, playful, and energized by mentoring youth
- **Servant-hearted** – willing to work hard and support the team wherever needed
- **Empowering** – helps others grow and reach their potential
- **Steady** – calm, resilient, and able to handle complexity
- **Relational** – builds trusting connections with children, youth, and staff
- **Committed** – passionate about equity, reconciliation, and community-rooted work
- **Dedicated** – loves working with youth while strengthening programs and teams

Compensation & Benefits

- Salary range: \$68,000–\$80,000, commensurate with experience
- Comprehensive extended health benefits package, fully covered by the organization
- Meaningful, purpose-driven work in a supportive and collaborative team environment

Want to know more about the job? Are you ready to apply? Reach out to Logan, outgoing Programs Lead at logan@promisevancouver.ca.