

Job Title: Program Administration Assistant

Reports To: Director of Programs & Impact

Position Type: Hybrid — Full Time (37.5 hours/week)

Wage Rate: \$30.05

Location: Central Okanagan (KWS sites & community locations)

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## **About Us**

Kelowna Women's Shelter has been providing programs and services for people impacted by Domestic Abuse since 1980. Our programs include emergency and second-stage housing, outreach services, PEACE program, education and prevention initiatives, a 24/7 support line, and a community thrift store. We are committed to fostering safety, choice, and inclusion, and believe in building a community free from abuse through education, support, and strong partnerships.

## **Why this role matters**

Help us deliver consistent, trauma-informed, person-centred services for individuals, children & youth impacted by Domestic Abuse and Sexualized Violence. The Program Administration Assistant (PAA) keeps our programs organized and responsive by managing systems, coordination, and communication. Your work enables program leadership and frontline teams to focus on safety, healing, and empowerment while you strengthen tools, timelines, and collaboration behind the scenes. This role directly impacts client experiences, supports team members, education and prevention initiatives, and contributes to sustainable and responsive service delivery aligned with KWS's vision of a community free from abuse.

## **What you'll do**

- Keep program operations running smoothly—coordinate meetings, agendas, and follow-through on action items.
- Maintain organized digital workspaces and resources (e.g., SharePoint, templates, trackers).
- Build work-back schedules, track deliverables, and support multi-site projects.

- Coordinate education, prevention, and training sessions (materials, logistics, records).
- Support procurement, expenses, reporting preparation, and contract documentation.
- Coordinate program-specific onboarding for new team members and support volunteer coordination in program areas.

### **What you bring**

- Experience providing administrative or coordination support in program, service delivery, or community-based environments.
- Proficiency with Microsoft 365, Adobe, Canva, and digital platforms; ability to learn new systems quickly.
- Strong organizational and project coordination skills, including scheduling, tracking, and workflow development.
- Excellent communication, time management, and problem solving skills.
- Ability to maintain confidentiality and apply sound judgment in sensitive situations.
- High attention to detail; proactive, responsive, and comfortable managing multiple priorities.
- Strong written communication skills, including preparing documents, summaries, and reports.
- Experience coordinating volunteers or new team member onboarding is an asset.
- Integrity: Act with respect, dignity, inclusivity, and accountability

### **Requirements**

- Valid BC Driver's License and reliable vehicle; maintain a clear driver's abstract.
- Ability to work at any KWS or community location, with occasional evenings/weekends as required.
- Successful vulnerable sector criminal record check.

## **Benefits**

- Dental
- Extended Health Care
- Pension Plan
- Long Term Disability
- Outside of Canada Emergency Travel Insurance
- Employee Family Assistance Program
- Wellness Discounts
- Kelowna Women's Shelter Thrift Store Discount

## **Why Join Us?**

Be part of a mission-driven organization making a difference in the lives of children and families. Work in a supportive, collaborative, and inclusive environment. Access professional development opportunities to grow your career.

If you are ready to make a meaningful impact on the lives of those affected by domestic abuse, we encourage you to apply. Join us in our mission to create safer, more empowered communities. Apply now to be a part of our dedicated team at Kelowna Women's Shelter.

## **How to Apply?**

If this sounds like the opportunity you've been waiting for, we'd love to hear from you! Please send your resume and a thoughtful cover letter explaining why you're the perfect fit for this role.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Join us in making a difference!

Please visit our careers page to see more job opportunities.

We acknowledge that the Kelowna Women's Shelter is located on the ancestral, traditional and unceded territory of the Syilx Okanagan Nation.