

Program Assistant

About the Belonging Network:

For almost 50 years, the Belonging Network has provided groundbreaking programs for families, children, and youth. We believe that everyone needs to belong. We're working for a world where every child and youth has the love, stability, and support they need to reach their fullest potential.

The Belonging Network helps find families for the hundreds of children and youth in BC who are waiting for a permanent home. We provide education, support, and connection for BC's adoption and permanency community, which includes prospective and waiting adoptive parents, adoptive families, and families providing other forms of love and stability (such as guardianship, relatives raising relatives, and Indigenous customary forms of care). We support thousands of young people aging out of government care and navigating early adulthood.

About the role:

Reporting to the Manager, Family Programs, this position is responsible for supporting the day-to-day functioning of the Family Programs department, working closely with team members to ensure inquiries are handled professionally and promptly, and families and others accessing services get the information they need. The Assistant will provide results management support to all Belonging Network programs, including Permanency, Family Support, and Youth programs.

This is a full-time position working 5 days/week (35 hours) and based in Metro Vancouver. The Program Assistant will work mostly from a home office, with some regular attendance required at our downtown Vancouver office. They must be able to undertake occasional travel locally and across BC.

Major duties and responsibilities:

Main accountabilities:

Responding to Inquiries/direct client support:

- Provides day-to-day administrative support, including responding to/redirecting emails and phone calls for Family Support and Permanency teams.
- Provides information and resources to individuals and families at all stages of adoption and permanency via email and phone.

Results Management:

- Collects, enters, and manages data in the client database (CRM) and is responsible for pulling and sharing reports on a monthly basis.
- Supports client feedback/survey activities across all program areas, assembling results from Survey Monkey into Excel for statistical and reporting needs.
- Provides administrative support to monitor and evaluate services, events, and other activities.

- Provides administrative support to monitor ongoing and new issues and identify trends, to inform service planning, reporting, and other organizational needs.
- Monitors and updates the administrative and reporting cycles for program departments, ensuring that deliverables and timelines are flagged.

Community Engagement:

- Monitors social media, including Facebook groups. Post information and updates to Facebook groups as required.
- Works with Communications & Development to coordinate communication activities for all program areas.
- Creates and edits presentations, including updating existing materials and ensuring they align with program goals, and working with Communications & Development to ensure alignment with broader organizational messaging.
- Maintains files and updates documents, including keeping scripts, event materials, and other documents current.
- Supports collaborative work in community engagement activities and program/resource development. This includes supporting Face to Face Connections peer support groups, providing assistance with volunteer coordination and interviews, organizing event submissions, and ensuring event reports are properly documented.

Qualifications & skills:

Required:

- Post-secondary education in an area of social services- social work, psychology, child welfare, or a related field- or a diploma/certificate in a related field with 2 years of experience. Equivalencies will be considered.
- Strong written, verbal, and online communication skills.
- Strong interpersonal and communication skills with the ability to maintain effective working relationships and respond to inquiries from all levels of staff and clientele.
- High degree of professionalism and commitment to ongoing professional development.
- Ability to take initiative, manage time, and work independently as well as work collaboratively with colleagues and external partners.
- Technical skills include the MS Office suite, databases, social media, and other online platforms. Experience with other software, such as Canva, is considered an asset.

Assets:

- Lived experience of kinship, adoption, or another permanency arrangement.
- Experience working with Indigenous communities and/or lived experience as a member.
- Familiarity with child protection in BC.
- Experience providing support to vulnerable populations.
- Familiarity with non-profit, registered charity work involving internal and external stakeholders is an asset.

Compensation:

Compensation will be based on a full-time salary of between \$45,000 and \$50,000 per year, depending on qualifications. The Belonging Network's benefits include a home office allowance, a comprehensive benefits package (with 100% employer coverage of premiums), an RRSP matching program, three weeks of annual vacation, and support for ongoing professional development.

To apply:

Please email your cover letter and resume as one combined PDF document with "Program Assistant" in the subject line to hiringcommittee@belongingnetwork.com. The deadline for applications is Sunday, August 10, 2025. Please note that only candidates being considered for the position will be contacted.

The Belonging Network is an equal-opportunity employer. We recruit, employ, train, compensate, and promote regardless of race, religion, colour, place of origin, sex, sexual orientation, disability, age, and any other protected ground under The BC Human Rights Code. All qualified applicants will be considered for employment.

Our head office is located on the ancestral, unceded lands of the səliłwətaʔt (Tsleil-Waututh), Sk̓wxwú7mesh Úxwumixw (Squamish), and xʷməθkʷəy̓əm (Musqueam) Nations. The Belonging Network is committed to listening, learning, and participating in truth and reconciliation.

