



July 1, 2025

Re: QomQem Program Manager

QomQem Coastal Connections is a grassroots Indigenous-led outreach program that developed in partnership with [Peers Victoria Resources Society](#). We offer [harm reduction and health care services](#) to Indigenous peoples who are unhoused, precariously housed, and who may be using substances and/or alcohol. As a team that celebrates diversity, we welcome our relatives and allies from diverse backgrounds, sexualities, genders, abilities, beliefs, and identities. This position is 35 hours per week and \$38 per hour for the first 3 months. Once this 3 month probationary period is complete, the wage will be \$39 per hour. You will report to the QomQem Coastal Connections program director. Shifts will generally be from Monday-Thursday for 8 hours per a day and Fridays for 3 hours a day. If the manager is required to work outside of these hours, they will correspond with the director to arrange the following workdays. Additional hours greater than 35 must be approved in advance in writing by the Director. The position is funded until March 31, 2026 with the possibility of funding renewal. Funding for this position comes from Reaching Home: Canada's Homelessness Strategy and the Province of British Columbia.

Job Duties:

- Monitor and ensure timely completion of all program records and statistics reporting (night outreach and day outreach, SAS programming and housing) in response to the financial, program activity and outcome reporting requirements of funders. You may be asked to work with program leads in QomQem programs to develop and complete record templates and program reports to submit to the director for inclusion in reports to funders, the annual report and program planning.
- Review and approve program expenses and receipts, including petty cash records, and oversee that financial records are compliant with contracted financial management requirements; submit all program expenses to the program director and participate in program budget monitoring and review as required.
- Oversee supply ordering carried out by program leads associated with the programs you manage and other related expense planning and approval
- Work with the director and other managers to complete funding applications associated with the programs you oversee; typically, this would include being aware of application dates and co-writing applications in partnership with the director or other staff contracted for this work
- Seek to build relationships with cultural leaders of local nations to seek their guidance and participation in QomQem work and build connection to other Island Nations where program participants families' may be from.
- Order harm reduction supplies in collaboration with the MHSU Program Manager or oversee delegation of this task to QomQem coordinators

QOMQEM COASTAL CONNECTIONS

INDIGENOUS HARM REDUCTION AND HEALTH SERVICES



- Work with the QomQem office manager and director to support maintenance of program vehicles and other supplies
- Provide guidance on program decisions to staff regarding program purchases, daily functioning of program etc.
- Assist with coordinating bi-weekly staff meetings with office manager, training events and staff communication including biweekly payroll processing
- Assist with hiring processes including posting, interviewing, employee record keeping and training
- Organize and manage new employee orientation, on-boarding, and training programs
- Oversee and assist with supervising and training volunteers and practicum students
- Work with QomQem office manager to maintain a staff schedules and a casual call-out list for all programs enabling consistent program operation
- Manage sick leave and vacation time requests
- Complete regular employee evaluations
- Hear and advise on staff concerns
- Be available to address and mediate workplace conflicts as needed
- Your primary program management responsibilities are: Night Outreach Programs, Housing, and Day Outreach Programming
- Work collaboratively with the Indigenous Programs Director to support the delivery and growth of Indigenous programs administratively supported by Peers Victoria.
- Assist with event planning and other fundraising activities
- Work with staff and partners (IOW) to plan and carry out community events for QomQem program participants
- Responding to immediate needs/crisis related to the unhoused community, including, but not limited to: organizing cold weather response outreach and supports in the city
- Attending stakeholder meetings including with funders and other program partners

Skills/Qualities:

- Ability to work with diverse Indigenous people from many nations, while respecting the governance, culture and protocols of local Coast Salish and Island Nations including the LKWUNGEN, WSANEC, Coast Salish, Kwakwaka'wakw and Nuuchahnulth nations;
- Strong administrative support skills related to managing emails, coordinating & leading events, and managing appointment times with people that we support as well as employees;
- Strong Human Resources skills related to conflict resolution between employees, onboarding, employee development, leading staff meetings, etc.;

QOMQEM COASTAL CONNECTIONS

INDIGENOUS HARM REDUCTION AND HEALTH SERVICES



- Knowledge of local Indigenous and non-Indigenous social services including the housing system, income and food security supports that may benefit persons served;
- Approachable, tolerant, non-judgmental, empathic, and calm in conflict or crisis;
- Knowledge of Indigenous approaches to substance use and harm reduction models and positive sexuality;
- Strong communication skills and a collaborative approach;
- Knowledge of diversity of local sex industry and ability to connect with target population;

Job details:

- 35 hours per week
- Pay starts at \$38 then goes to 39/hr after the 3 month probation.
- Requires a valid BC driver license and preferably use of personal vehicle;
- Social service provision or equivalent experience in community support (2 years plus) or a certificate or degree in, but not limited to, Indigenous Studies, Indigenous Family Support Worker, Social Work, Political Science is an asset;
- Food safe is an asset and Vulnerable Sector Criminal Record Check is required;
- Position is funded through March 31, 2026 with the possibility of funding renewal.

If you are interested in this employment opportunity, please submit a resume and a cover letter that summarizes your relevant experience and skills by **Monday, July 21 at 9am** to director@qomqem.com. The position will remain open until a qualified candidate is found. This position will be prioritized for Indigenous people. It is beneficial to identify in the cover letter if you are Indigenous and have lived expertise or experience relevant to the position. We also encourage applications from people with diverse abilities and people representing diverse genders and sexualities.