children's
HEALTH FOUNDATION
OF VANCOUVER ISLAND

Jeneece Place Manager

Job Posting



Ricci, Emma & Brian

About Us:

For nearly 100 years, Children's Health Foundation of Vancouver Island has supported Island kids and youth with complex health needs. We know that thousands of Island families need to travel far from home to get health care for their kids. Our work focuses on supporting the health journeys of these families by reducing barriers to accessing care.

Our Homes Away from Home – Jeneece Place in Victoria, Qwalayu House in Campbell River, and Jesse's House in Nanaimo (opening spring of 2027) – provide welcoming, affordable accommodation just steps away from major hospitals, where out-of-town families can stay-close to their child when they need health care. Our Bear Essentials program supports families with the cost of health-related travel and specialized equipment for their kids.

The Foundation's work is funded entirely by donors. Learn more and get involved at islandkidsfirst.com.

VISION

All Island kids have access to the healthcare they need.

MISSION

Invest in the health of children and their families.

Why Us:

The work you do with the Foundation will have a direct and positive impact on children and families on Vancouver Island and surrounding islands. The Foundation believes in providing its employees with a respectful and inspiring workplace and offers competitive salaries and comprehensive employer paid extended health and dental benefits for this role.

Learn more at islandkidsfirst.com.

Make a Meaningful Difference – Every Day

Are you a compassionate leader who thrives in creating welcoming and inclusive spaces? The House Manager plays a key role at our Foundation, leading a dedicated team and ensuring Jeneece Place is a safe, inclusive, and a comfortable home-away-from-home for families with children receiving health care in Victoria.

Reporting to the Director of Family Programs & Impact, this role blends purposeful leadership with hands-on operations overseeing day-to-day activities, caring for the house and grounds, guiding Home Coordinators, and bringing our values to life. As one of the public faces of the Foundation, you'll have opportunity to lead with empathy, model our vision, and make a lasting impact on families when they need it most.

Responsibilities

House management

- Provide regular updates on overall house operations to the Director of Family Programs & Impact.
- Ensure that the house appropriate staples and supplies inventory is maintained.
- Manage cleaning activities, including completing daily cleaning and laundry during assigned shift as required.
- Assist with the development and implementation of the annual preventative maintenance plan for the house.
- Follow fire and emergency protocols and participate in regular drills.
- Manage the safety and security of the home including creating and decommissioning key cards, maintaining a log of issued/decommissioned cards for each stay.
- Management of small house related projects.
- Notify Director of Family Programs & Impact of issues that may have broad implications such as critical incidents, community stakeholder relations, and operational issues.
- Responsible for tracking grocery gift cards including usage, balances, and reporting
- Participate in the development of the annual house budget.
- Manage the expenses and accounts receivable for the house using the Foundation's approved processes and systems.
- Notify the Director of Property & Facilities Management of any mechanical, electrical, fixture, appliance, furniture, maintenance and internal/external property needs.
- Ensure the Director of Property & Facilities Management is aware of appropriate times for deliveries and maintenance work to ensure minimal disruption to families.

Guest management

- Liaise with referring professionals and the CHF Bear Essentials Program on room bookings and adhere to service/program eligibility guidelines for families.
- Provide guest orientation upon arrival, assign room and guest key(s).

- Promote house rules and policies including adhering to maximum length of stay requirements, and handling issues that arise with guests in a professional manner.
- In consultation with or as directed by the Director of Family Programs & Impact, liaise with community service providers regarding requests for any atypical stay and/or request of additional individual support of guests.
- Ensure the protection and privacy of confidential guest information, including securely storing information/documents.
- Liaise with referring healthcare professionals to confirm family stays requests and follow up on stay details as needed.
- Invoice third parties and follow up on outstanding accounts receivable from families.
- Maintain up to date records in Housemate (guest reservation software), prepare and submit reports as required.

People Management

- In collaboration with Human Resources, participate in the recruitment of employees.
- Notify the Director of Family Programs & Impact and the Director of People & Culture of staffing needs and concerns.
- Ensure all new hires complete the house specific orientation, training, and handbook review.
- Inspire and engage team members through a positive management style and demonstrate behaviours that promote a culture of caring and responsibility.
- Ensure the protection and privacy of confidential staff information, including securely storing information/documents.
- Notify the Director of Family Programs & Impact and Director of People & Culture of critical incidents or injuries, and complete critical incident reports within 24 hours.
- Hold regular team meetings, prepare agenda, record meetings, and email recorded meetings to those not in attendance.
- Lead, guide, and supervise employees, creating an environment that fosters growth, development, knowledge sharing, and recognition.
- Complete probationary and annual performance reviews, and consult the Director of Family Programs & Impact and Director of People & Culture of training and development needs of the team.
- Consult Human Resources on the management of employee performance concerns and any related progressive discipline, up to and including terminations.
- Work in collaboration with Foundation leadership and provide recommendations on house operations manual updates to support consistency across homes.
- Consult Human Resources regarding any employee requests for accommodation.
- Prepare monthly staff schedule and ensure coverage for absences, approve schedules, time tracking, and absence management requests, and notify finance of payroll concerns.

- Support and work collaboratively with the Fund Development team with fundraising efforts and donor stewardship in consultation with the Director of Family Programs & Impact.
- Assist the Volunteer Coordinator with the day-to-day requirements of volunteers supporting the home and act as the primary contact or designate employee as the contact for volunteers during activities.
- Maintain a schedule of opportunities to plan for volunteer needs.

Core Competencies

- Communication *(Clear verbal & written communication/effective listening)*
- Interpersonal skills *(Social sensitivity/approachability/teamwork/respect/confidentiality/fun and personable)*
- People and Culture (*Sharing information freely/asking for help/flexibility to pitch in/collaborative*)
- Open-mindedness *(Open to others' ways of approaching situations/creative thinking/works with shared agenda)*
- Accountability *(Follows through on responsibilities and commitments/reliable and dependent/exceptional decision making and judgement/strong work ethic/proactive and anticipates)*

Qualifications & Experience

- At least a minimum of 5 years of relevant work experience (social services, tourism and hospitality, and operations) and at least one year in a supervisory role.
- High school graduate and/or some college or university program in social work, child and youth work, tourism and hospitality, or other health-related discipline is desired.
- Level 1 First Aid and WHMIS are an asset.
- Excellent communication skills with a variety of stakeholders (e.g., families, health care community, volunteers, potential donors, community programs) with emphasis on communication with the guests and employees.
- Organized and self-motivated, respectful and non-judgmental, caring and compassionate with an understanding of boundaries.
- Leadership experience for training and managing a small team of employees and working with volunteers.
- Demonstrate cultural competency, humility, and safety with an understanding of truth and reconciliation.
- Computer literacy sufficient to operate scheduling software and database in addition to internet and email.
- Ability to manage multiple priorities and willingness to undertake any job required in the day to day running of a small guest accommodation environment.

- Knowledge of fund development principles or previous fundraising experience is an asset.

Working conditions

- 7.5 hour workday / 37.5 hour work week, plus 0.5 paid lunch break.
- Ability to lift up to 20 pounds and frequent standing and walking.
- Evening and weekend work required at times to cover shifts, train staff or other activities.
- Valid Class 5 driver's licence and access to a vehicle required to travel to occasional meetings, events, or presentations.

Application and selection process

To apply, submit your application to https://chfvicareers.easyapply.co.

Deadline: All submissions must be received by ***October 30th, 2026. Applications will be reviewed as they are received, with interviews taking place throughout the posting period.***

Compensation, perquisites and flexible hours: benefits for this opportunity include extended health and dental coverage, long term disability, accidental death and dismemberment, group life insurance, health spending account and municipal pension plan. We offer four weeks' vacation and 18 days of paid sick/caring for family leave.

The compensation range for this role is between $65,301 and $81,631 annually. There is flexibility within this range based on experience. The Foundation reviews salaries annually and considers its overall performance and Cost of Living factors. The hired employee will have the opportunity for their salary to increase over time up to the maximum of the pay band, currently $97,961.

Equity: The Foundation welcomes applications from all qualified individuals, including, but not limited to, persons with disabilities; racialized persons; First Nations, Inuit, and Métis; and persons of any gender identity and sexual orientation. The Foundation is committed to providing an inclusive and barrier-free recruitment process and work environment.