



Job Description

Position title: Program Coordinator

Reports to: Director of Community Investment

Location: Office at 345 Wale Road, Victoria or remote home-based on Vancouver Island

Hours of work: Monday-Friday, 37.5 hours/week with occasional evening and weekend work

About us:

Children's Health Foundation of Vancouver Island (CHFVI) is dedicated to ensuring all Island kids have access to the health care they need. We believe every child deserves the same opportunity in life, regardless of disability or health challenges. For more than 90 years the foundation has funded community health programs, facilities, and initiatives to support every Island family in finding care for their children. We are a passionate team with an experienced board of directors committed to transforming the lives of children and youth with physical and mental health challenges. Kids may only make up 21% of our Island's population, but they are 100% of our future.

CHFVI's *Bear Essentials* program helps cover expenses for Vancouver Island kids who have medical conditions, health challenges, or disabilities and where the family requires financial support to cover the cost. The *home away from home* program, on the other hand, provides a place for families to stay in Victoria (Jenece Place) and Campbell River (Qwalayu House) while their children are receiving health care nearby.

Who we're looking for:

The ***Program Coordinator*** is a key member of the Community Investment Team, coordinating the *Bear Essentials* program, supporting the *home away from home* network, and assisting families to navigate other community resources. This role is responsible for developing and managing relationships with health care professionals and community partners while serving families across Vancouver Island and surrounding islands. We're looking for an individual with strong communication and relationship building skills and a passion for helping others. You'll thrive in this role if you're someone that takes initiative, has a service focus, and demonstrates sensitivity and good judgement.

Why join us?

Are you looking for a career where you can make a difference? The work you do with CHFVI will have a direct and positive impact on children and families in your community. The Foundation believes in providing its employees with a respectful and inspiring workplace, and offers competitive salaries, comprehensive extended health and dental benefits, and a pension program. In this role, you'll have the benefit of working from home while being part of a caring and compassionate team working together to support Island families.

Duties and responsibilities:

- Execute on the day-to-day program deliverables of the *Bear Essentials* program, including evaluating and approving applicants, connecting families to complementary resources, disbursing funds according to program procedures, and managing the program budget
- Collaborate on the co-ordination of Qwalayu House room bookings and manage the guest database
- Provide navigation supports to *home away from home* families
- Proactively build and maintain relationships with the health care community to ensure families are connected to the programs and supports they need
- Develop and execute a network table for organizations providing similar services across Vancouver Island and surrounding Islands
- Complete data entry and record maintenance to identify the connectivity of service delivery to families
- Develop, implement, and leverage feedback and evaluation processes for programs
- Analyze and report on output data, feedback responses and other evaluation metrics to ensure program effectiveness and good stewardship of funds
- Ongoing research into complementary programs and resources
- Support fundraising efforts coordinated by CHFVI's Fund Development Team
- Provide recommendations for updates to processes and procedures
- Manage program related correspondence
- Work collaboratively with the Community Investment Team to ensure adequate coverage on all departmental responsibilities
- Other special projects as assigned

Required education, skills, and experience:

- Minimum of 3 years relevant work experience
- Post-secondary education in a human services field or equivalent experience
- Passion for being in service to families in need, for building relationships and for creating connections to assist families in accessing health care.
- Superior listening skills coupled with exceptional written and presentation communication skills.

- Ability to work with and process confidential information with discretion and sensitivity
- Strong decision-making skills demonstrated by strategies that move the organization forward, effective goal setting, action plans and evaluation of successes and areas for growth
- A high level of organizational ability, attention to detail, and ability to manage tight timelines
- Ability to exercise initiative, judgment, and problem-solving skills to complete work, take responsibility and make decisions based on solid analysis and interpretation
- Previous experience with a not-for-profit organization and/or fundraising and granting experience an asset
- Solid knowledge of Microsoft Office programs (Word, Excel, and PowerPoint)
- Valid Class 5 Driver's Licence and access to a vehicle for occasional travel preferred

Application information:

If this position sounds like a great fit for you, please email your cover letter, resume, and two professional references to careers@islandkidsfirst.com with "*Program Coordinator*" in the subject line. The application deadline is 12pm on Wednesday, December 2, 2020. We thank all applicants for their interest however only those shortlisted will be contacted. To learn more about Children's Health Foundation of Vancouver Island, please visit us at www.islandkidsfirst.com.