



**Position Title:** Program Manager – Qwalayu House

**Who We're Looking For:**

We're looking for someone who is interested in building a program within a new community, responsible for all areas of house operations and is keen to be a welcoming connector for visiting families and the community.

The ***Program Manager, Qwalayu House*** is a key role to ensure that Qwalayu House is an inclusive and welcoming home for families with children receiving health care in northern Vancouver Island. In addition to being the point of contact for families and the community, this position is responsible for the safe and efficient day-to-day operations of Qwalayu House, including overseeing the grounds, house maintenance, and managing small projects. You'll thrive in this role if you have an engaging personality with a can-do attitude, are compassionate, and respect people from all cultures and walks of life.

**Highlights of Duties & Responsibilities:**

- Supporting families with room bookings, guest orientation, and information and referral
- Completing tasks associated with keeping the house fully stocked and in good condition including overall maintenance and cleaning activities, ensuring rooms are kept in good order, common areas are clean, and household laundry and cleaning duties are completed regularly
- Coordinating annual preventative maintenance plan for the house including fire and emergency protocols and completing ongoing small projects
- Building a dynamic and cohesive team of paid staff and volunteers
- Supporting CHFVI's fundraising efforts
- Maintaining basic financial records

**Required Education, Skills & Experience:**

- A minimum of 7 years relevant work experience, including tourism and hospitality, operations, or social services
- High school diploma and/or some college or university education in social work, child and youth work, or another health-related discipline is an asset

- Excellent communication skills with a variety of stakeholders (e.g. families, medical community, volunteers, potential donors, community programs) with emphasis on communication with the families
- Organized and self-motivated, respectful, and non-judgemental; caring and compassionate with an understanding of boundaries
- Leadership experience relevant to training and managing a small staff team and volunteers
- Demonstrate cultural competency, humility, and safety with an understanding of truth and reconciliation
- Ability to multi-task a variety of responsibilities related to the day-to-day operations of a large household
- Computer literacy sufficient to operate scheduling software and database, Microsoft Office programs
- Ability to undertake some physical work that involves light lifting i.e., household laundry and cleaning
- Valid Class 5 Driver's Licence and access to a vehicle required for occasional travel
- Level 1 First Aid is an asset
- Knowledge of fund development principles or previous fundraising experience is an asset

### **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.

"Qwalayu" is an endearing term used by Indigenous Elders when they speak of their babies and children as their reason for being. Qwalayu House is a home away from home in Campbell River for expectant mothers and families, providing a place to stay while they or their children receive medical care.

### **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 at Qwalayu House, you'll have the opportunity to support families in difficult times to make their lives a little bit easier, while leading a compassionate and cohesive team.

**Reports to:** Director of Finance, Operations & IT

**Location:** Campbell River, BC

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

**Application Information:**

If this position sounds like a great fit for you, please email your cover letter, resume, and two professional references to <https://engagedhr.prevueaps.com/jobs/153177-33979.html>

The application deadline is 5pm on February 10, 2021.

To learn more about Children's Health Foundation of Vancouver Island, please visit us at [www.islandkidsfirst.com](http://www.islandkidsfirst.com).