

Program Navigator (part time)

Reports to:	Director of Family Programs and Impact
Location:	Office at 345 Wale Road, Victoria or remote home-based on Vancouver Island
Term:	Permanent, part time position. Start date negotiable with successful candidate
Hours of work:	18.75 hours/week – schedule to be determined.

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 96 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.

CHFVI's Bear Essentials program helps cover health care equipment and travel expenses for Island kids who have medical conditions, health challenges, or disabilities, and where the family requires financial support to cover the cost. Our Homes Away from Home provide 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 Navigator is a key member of the Family Programs and Impact team, overseeing the Bear Essentials (BE) program and creating connectivity for families between the BE program, our Homes Away from Home, and other community supports. 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,

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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 & 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
- Provide navigation supports to Homes 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
- Explore, 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
- Collaborate on the development, implementation, and leveraging of feedback and evaluation processes for programs 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 Family Programs and Impact team to ensure adequate coverage on all departmental responsibilities
- Other special projects as assigned

Required education, skills & experience:

- Minimum of three 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

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- 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

To apply:

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 Navigator*" in the subject line. The application deadline is **12pm on Friday, January 28, 2022**. 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.