



Job Description

Q̓walayu House Manager

Working relationships

- Reports to:** Director of Family Programs & Impact
- Collaborates with:** CEO, Director of Finance, Operations & IT, Program Navigators, Fund Development Team, Communications Manager, and Human Resources Manager
- Direct reports:** Q̓walayu House staff and volunteers

Position summary

The Q̓walayu House Manager is responsible for ensuring that Q̓walayu House is an inclusive and welcoming home for families who have children receiving health care in Campbell River. This position ensures the safe and efficient operations of Q̓walayu House which, in addition to the day-to-day operations, includes overseeing the grounds and house maintenance and managing small projects. The Manager serves as the public face of Children's Health Foundation (CHF) at Q̓walayu House and is expected to model the values and vision of the Children's Health Foundation.

Responsibilities

House management

- Manage the house in accordance with the strategic and operational direction set out by the Foundation and as guided by the Director of Family Programs & Impact
- Collaborate with referring professionals and Program Navigators on room bookings and adhere to service/program eligibility guidelines for families
- Ensure that the house appropriate staples and supplies inventory is maintained
- Manage overall maintenance and cleaning activities, including completing daily cleaning and laundry during assigned shift
- Monitor, adapt and implement annual preventative maintenance plan for the house
- Follow fire and emergency protocols and conduct 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

Guest management

- 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 extension of stay beyond maximum time allowed
- Ensure the protection and privacy of confidential guest information, including securely storing information/documents
- Manage the bookkeeping for the house using the Foundation's approved processes and systems
- Notify Director of Family Programs & Impact of critical incidents and complete critical incident reports within 24 hours
- Invoice third parties and follow up on outstanding accounts receivable
- Maintain up to date records in the FERN database, prepare and submit reports as required

Team management & administration

- In collaboration with the Director of Family Programs & Impact and Human Resources Manager, participate in the recruitment of staff
- Notify the Director of Family Programs & Impact of staffing needs and concerns
- Work unfilled and emergency shifts as required
- 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
- Hold monthly team meetings, prepare agenda, record meetings, and email recorded meetings to those not in attendance
- Lead, guide, and supervise staff, creating an environment that fosters growth, development, knowledge sharing, and recognition
- Complete probationary and annual performance reviews
- Update the house handbook to ensure protocols and guidelines are current
- Ensure staff injuries are reported to human resources within 24 hours
- Assist the Assistant House Manager and Fund Development with the day-to-day requirements of the volunteer program supporting home operations
- Prepare monthly staff schedule and ensure coverage for absences, submit timesheets to Island Health for processing, and notify finance of payroll concerns

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- Support Q̣walayu House fundraising efforts that are coordinated by CHF Fund Development Team
- Assist Fund Development with the day-to-day requirements of the volunteer program supporting home operations including:
 - Act as the primary contact for volunteers wanting to support Q̣walayu House activities as required
 - Collect information on volunteer's abilities and skills
 - Maintain a schedule of opportunities to plan ahead for volunteer needs
 - Schedule volunteer activity including assigning responsibilities to volunteers for special events
 - Maintain communication to keep volunteers up to date on opportunities at Q̣walayu House

***Other duties as assigned.

Core competencies

- Communication (*Clear verbal & written communication/effective listening*)
- Interpersonal skills (*Social sensitivity/approachability/building and maintaining relationships*)
- Teamwork (*Sharing information freely/asking for help/flexibility to pitch in*)
- Open-mindedness (*Open to others' ways of approaching situations/works with shared agendas*)
- Accountability (*Follows through on responsibilities and commitments/reliable and dependent*)
- Confidentiality (*Maintains details appropriately/shares sensitive information with appropriate parties*)
- Creative thinking (*Sees opportunities for new ways of working/brings a fresh perspective and identifies unorthodox approaches to situations*)
- Daring (*Comfortable taking risks and trying new things/being a self-starter and initiating activities/challenges the status quo*)

Required skills & experience

- Excellent communication skills with a variety of stakeholders (e.g., families, medical community, volunteers, potential donors, community programs, to name a few) with emphasis on communication with the residents
- Organized and self-motivated, respectful and non-judgemental, caring and compassionate with an understanding of boundaries

- Leadership experience for training and managing a small staff team 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 multi-task and willingness to undertake any job required in the day to day running of a large household
- Knowledge of fund development principles or previous fundraising experience is an asset

Qualifications & education

- At least 10 years of relevant work experience (tourism and hospitality, operations, social services)
- High school graduate and/or some college or university program in social work, child and youth work, or other health-related discipline is desired
- Level 1 First Aid is an asset

Working conditions

- 7.5 hr workday / 37.5 hr work week
- Ability to lift up to 20 lbs and frequent standing and walking
- Evening and weekend work required at times for guest arrivals and other activities
- Valid Class 5 driver's licence and access to a vehicle required to travel to occasional meetings, events, or presentations
- Regular status position; permanent, on-going