

children's
HEALTH FOUNDATION
OF VANCOUVER ISLAND

Candidate Brief

Associate Director of Programs

September 2023



The Miller family

Children's Health Foundation of Vancouver Island has invested in the health of Island kids for almost 100 years. Our vision is to ensure all Island kids have access to the health care they need. We believe the best way to give kids, youth, and their families access to care is by funding programs and initiatives in three main areas: Early childhood development, youth mental health, as well as children and youth living with complex needs.

Thanks to the generosity of our donors, we can bring supports closer to home and help transform the lives of children and youth living with physical and mental health challenges.

Our team is growing, we have an exciting opportunity for a new **Associate Director of Programs** to join our passionate and dedicated team. Reporting to the Director of Family Programs & Impact, the Associate Director will lead Foundation programs such as Bear Essentials and the Home Away From Home network and work collaboratively to ensure a strategic approach to program development and delivery.



Rylan & Izaick

The Associate Director's responsibilities are primarily twofold: first, to ensure programs are aligned with program and organizational Theories of Change and to optimize productivity and nurture program success.

A key element of the role is to foster integration and strategic thinking across program areas to support the work and sustainability of family programs.

This is an exciting opportunity for an experienced leader who is passionate about children's health to:

- Foster and support strong relationships and partnerships with internal and external stakeholders;
- Build program success through high standards of satisfaction, quality, and performance;
- Identify opportunities and risks across all internal programs and develop recommendations for risk mitigation;
- Develop and nurture meaningful relationships between families to maximize engagement with the Foundation;
- Support program sustainability by cultivating integration and strategic thinking across program areas;
- Work with a passionate and dedicated team;
- Join and be a champion for the only organization dedicated to ensuring all Island kids have access to the health care they need.

About Us



The Keno family

We're here for Island kids.

There is no greater gift than our children. And nothing is more vital than their health.

Children's Health Foundation of Vancouver Island has invested in the health of Island kids for almost 100 years. We're here to harness the collective compassion of thousands of donors each year so that together, we can improve the lives of children and youth living with physical and mental health challenges – in every Island community.

Our vision is to ensure all Island kids have access to the health care they need.

We collaborate with medical experts, health care professionals, indigenous communities,

school districts, and community partners to identify service gaps and barriers that impact care. Together, we develop solutions – and we're unrelenting in our quest to achieve sustainable, transformative change. Last year, with the help of our generous donors, the Foundation touched the lives of 15,753 kids, youth, and families across Vancouver Island and the surrounding islands.

Our history: Here for Island kids since 1926

Our story dates back to 1922, when a Hornby Island parent fought to bring care for her stepdaughter closer to home. Five years later, her relentless activism and the generosity of hundreds of donors and volunteers led to the opening of a children's hospital, the Queen Alexandra Solarium for Crippled Children, located on the Mill Bay waterfront. It became a centre of excellence for children living with complex physical challenges, bringing help and hope to Island kids and their families. After relocating to its current location in Victoria in 1958 to offer care, treatment, and rehabilitation to even more Island children, the facility changed its name in 1973 to become The Queen Alexandra Hospital for Children (QA), acknowledging that children should not be defined by their illness.

The Queen Alexandra Foundation for Children was established in 1984 as a catalyst for the community to show its support for families whose children receive care at QA. In 2012, the Foundation changed its name to Children's Health Foundation of Vancouver Island to better reflect its Island-wide mandate and evolving areas of focus.

Even though the names and places have changed over the decades, our Foundation will always remain connected to this proud history, and the compassionate volunteers and donors who have made it what it is today.

Most recently, we have solidified our operations around Vancouver Island to be sure we can reach as many children as possible. For instance, Qwalayu House, our Home away from home in Campbell River, was opened in 2021 to welcome families from the north Island region and the surrounding islands who need to travel to Campbell River to access maternal and pediatric care.

How do we help?

- Early childhood development: Enabling access to resources, supports, and therapies to ensure children thrive and reach their developmental milestones from prenatal to age six.
- Youth mental health: Supporting services and experts that reach youth any time throughout their mental health journey.
- Children and youth living with complex needs: Helping families access multiple services, therapies, and specialists to address the complex needs of their children from birth into young adulthood.



Talia and Kelsey

We do this through:

- Home away from homes, like Jeneece Place and Qwalayu House;
- Bear Essentials, to help offset health expenses for children (<https://islandkidsfirst.com/bear-essentials/>);
- Targeted strategic granting & program funding, and endowed bursaries;
- And many other funding programs, partnerships, and collaborations.

The Foundation raises on average \$3.5 million annually from over 2,500 active donors every year. This support, combined with our \$54 million in assets, means we have a strong and stable foundation from which to grow.

To learn more, see <https://islandkidsfirst.com>.

Associate Director responsibilities

Program Oversight and Engagement

- Work with program teams to assess required resources, develop work plans and create program budgets in tandem with the Director of Family Programs & Impact.
- Foster integration and strategic thinking across program areas to support the work and sustainability of family programs.
- Build and nurture family networks working with program team members to identify individuals and/or families who may be considered for Foundation initiatives such as stories, volunteerism, stewardship, and fundraising.
- Work in collaboration with the Evaluation and Impact Coordinator and participate in the developmental evaluation of the Foundation's in-house programs to measure, demonstrate and leverage impact.
- Actively participate in developmental learning by ensuring regular data collection and engagement in learning labs.
- Recommend program adaptations and strategic enhancements based on staff input and data.
- Develop staff schedules and coordinate coverage in the absence of the House Managers (please note that you may be required to fill shifts in the event of emergencies).

Team Leadership

- Work in partnership with the Director of FPI, the HR Manager, and program teams to identify human resource needs.
- Lead and manage program staff to ensure a dynamic, cohesive, and well-structured team while bringing out the best in each individual team member through mentoring, performance reviews, and professional development planning.
- Facilitate inter-program meetings to create opportunities for integration and quality service delivery.
- Stay abreast of smart practices in the sector, and support adaptation as well as adoption where appropriate.

Administration



Baby Angie

- Lead the timely review and evolution of program procedures, processes, guidelines, and decision-making matrixes in in collaboration with program teams.
 - Ensure efficient and accurate documentation.
 - Attend senior team meetings where you would be required to report on program performance.
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- Participate in the development of FPI committee reports, including producing program reports for management and stakeholders.
 - Facilitate ongoing and accurate data collection through our database (FERN) and provide training to program team as required.

Candidate profile

- Relationship Building (Nurturing/demonstrates understanding and empathy/works cooperatively/seeks solutions).
- 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 agendas).
- Accountability (Follows through on responsibilities and commitments/reliable and dependent/exceptional decision-making and judgement/strong work ethic/proactive and anticipates).
- Strategy Execution (Goal focused/provides information and promotes shared understanding/strive for excellence/removes barriers).
- Stewardship (Amplifies impact/strong ethical principles/manages and mitigates risk).



Qwalayu House

Desired skills and experience

- Exceptional leadership, time management, facilitation, and organizational skills.
- Demonstrated ability to foster and support relationships with internal and external stakeholders.
- Strong decision-making skills and ability to effectively develop action plans, set goals and engage in developmental learning.
- Superior written and presentation communication skills coupled with well-developed active listening skills.
- A high level of organizational ability, attention to detail, and ability to manage tight timelines.
- Solid knowledge of Microsoft Office programs (Word, Excel, Outlook, Powerpoint).

Qualifications and education

- Post-secondary education in a human services, social work or related field.
- A minimum of 5 years experience with program and team management preferably in the non-profit sector.

Working conditions

- Must be fully vaccinated, including at least two Covid-19 vaccines.
- 7.5 hr workday / 37.5 hr workweek.
- Evening and weekend work occasionally required for special events and presentations.
- Valid Class 5 Driver's licence and access to a vehicle required to travel on Vancouver Island.

Application and selection process

To apply, please email a cover letter and resume to careers@islandkidsfirst.com. To learn more about us, please visit our website at <https://islandkidsfirst.com>.

Deadline: All submissions should be received by *October 10th, 2023*.

Compensation, perquisites and flexible hours: CHFVI's benefits plans are designed with the continuing health and wellbeing of our staff, and their families in mind. Examples of CHFVI staff benefits include a generous vacation package, extended health and dental coverage, health spending account, a hybrid work model, and enrolment in the Municipal Pension Plan. The Associate Director's compensation range is between \$84,200 and \$105,250.

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.

All qualified candidates are encouraged to apply; however, must be legally entitled to work in Canada.

Confirmation of full vaccination against COVID-19 is required for all new employees.

Bio: Veronica Carroll, CEO



Veronica Carroll is the CEO of the Children's Health Foundation. With both an MBA in Management Consulting and over two decades as a Certified Fundraising Executive, Veronica has a proven track record of philanthropic success and is a highly respected leader in Canada's philanthropic community.

Veronica has over 30 years' experience raising funds for pan-Canadian, provincial, regional and community health-related charities, environmental causes, and social service agencies. In her most recent leadership positions in health care philanthropy, Veronica has successfully raised capital campaign funds for medical equipment and new acute healthcare buildings and improvements supporting three health authorities in British Columbia.

As CEO of the Children's Health Foundation, over the past seven years Veronica has championed a total deployment of \$30 million in donor dollar grants to the three impact areas supporting access to healthcare services and programs across Vancouver Island and the Gulf Islands. In addition, during the onset of COVID restrictions, Veronica and her team launched a \$7 million-dollar capital campaign to build and operate Q̓walayu House, a Home away from home in Campbell River, which opened to the first family in late August 2021.