

children's HEALTH FOUNDATION OF VANCOUVER ISLAND

Candidate Profile

Q̓walayu House Manager

March 2024



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.

We have an exciting opportunity at **Q̓walayu House** in Campbell River, one of our Home Away from Homes. We are looking for a new **House Manager** to join our passionate and dedicated team. Reporting to the Associate Director of Programs, the House Manager is responsible for managing the house in accordance with the strategic and operational direction set out by the Foundation. The Manager leads a team of Home Coordinators and ensures that Q̓walayu House is an inclusive and welcoming home for families who have children receiving health care in Campbell River. This position also ensures the safe and efficient operations of Q̓walayu House, in addition to the day-to-day operations, overseeing the grounds and house maintenance and managing small projects.



Rylan & Izaick

The Manager participates in broader Foundation team meetings, training, and special initiatives. This position serves as one of the public faces of Children's Health Foundation of Vancouver Island (CHFVI) and is expected to model the values and vision of the Foundation.

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 on Vancouver Island and surrounding Islands. The Foundation believes in providing its employees with a respectful and inspiring workplace, and offers competitive salaries, comprehensive extended health and dental benefits, health spending account, and a pension program.

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>.

Q̓walayu House Manager

House Management

- Provide regular reporting on overall house responsibilities to the Associate Director of Programs.
- 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 log of issued/decommissioned cards for each stay.
- Management of all small house related projects.
- Notify Associate Director of Programs 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.
- Participate in the development of the annual house budget.
- Manage the expenses and accounts receivables for the house using the Foundation's approved processes and systems.

Guest Management

- Liaise with referring professionals and the CHF Bear Essentials Program on room bookings and adhere to service/program eligibility guidelines for families.
- 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 Associate Director of Programs, liaise with community service providers regarding requests for any atypical stay and/or request of additional individual support of guests.
- Ensure the protection and privacy of confidential guest information, including securely storing information/documents.
- Notify the Associate Director of Programs and Human Resources Manager of critical incidents and complete critical incident reports within 24 hours.
- Invoice third parties and follow up on outstanding accounts receivable from families.

- Maintain up to date records in the FERN database, prepare and submit reports as required.

Team Management & Administration

- In collaboration with the Associate Director of Programs and Human Resources Manager, participate in the recruitment of employees.
- Notify the Associate Director of Programs of employee needs and concerns.
- 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 employee 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 employees, creating an environment that fosters growth, development, knowledge sharing, and recognition.
- Complete probationary and annual performance reviews and consult the Associate Director of Programs regarding training and development needs of the team.
- Consult Human Resources on the management of employee performance concerns and any related progressive discipline, up to and including terminations.
- Update the house handbook to ensure protocols and guidelines meet operational expectations and human resource legislative requirements.
- Ensure employee injuries are reported to Human Resources within 24 hours.
- Consult the Associate Director of Programs and the Human Resources Manager regarding any employee requests for accommodation.
- Prepare monthly team schedule and ensure coverage for absences, submit timesheets to payroll services for processing, and notify finance of payroll concerns.
- Work unfilled and emergency shifts as required.
- Support and work collaboratively with the Fund Development team and the in-house Fund Development Coordinator with fundraising efforts and donor stewardship.
- Assist the Volunteer Coordinator with the day-to-day requirements of volunteers supporting the home and act as the primary contact or designate employee as the contact for volunteers during activities at Q^walayu House.
- Maintain a schedule of opportunities to plan ahead for volunteer needs.

Candidate profile

- Communication (*Clear verbal & written communication/effective listening*).
- Interpersonal skills (*Social sensitivity/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*).

Desired skills and experience

- Excellent communication skills with a variety of stakeholders (e.g.: families, health care community, volunteers, potential donors, and community programs) with emphasis on communication with the guests and employees.
- Organized and self motivated, respectful and non-judgemental, caring and compassionate with an understanding of boundaries.
- Leadership experience for training and managing a small team of employees 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 manage multiple priorities and willingness to undertake any job required in the day to day running of a small guest accommodation environment.
- Knowledge of fund development principles or previous fundraising experience is an asset.

Qualifications and education

- High school graduate and/or some college or university program in social work, child and youth work, tourism and hospitality, or other health related discipline is desired.
- A minimum of 5 years of relevant work experience in social work, child and youth work, tourism and hospitality, or related field.
- A minimum of one year work experience in a supervisory role.
- Level 1 First Aid is an asset.

Working conditions

- 7.5 hour workday / 37.5 hour work week.
- Ability to lift up to 20 lbs and frequent standing and walking.
- Evening and weekend work required at times to cover shifts, train staff or for other activities.
- Valid Class 5 driver's licence and access to a vehicle required to travel to occasional meetings, events, or presentations.



Qwalayu House

Application and selection process

To apply: Visit [Children's Health Foundation of Vancouver Island Job Board - View Our Current Openings \(applytojobs.ca\)](#)

Deadline: All submissions should be received by *April 2nd, 2024*.

Compensation, perquisites and flexible hours: CHFVI's benefits plans are designed with the continuing health and wellbeing of our employees, and their families in mind. Examples of CHFVI employee benefits include a generous vacation package, extended health and dental coverage, health spending account, and enrolment in the Municipal Pension Plan. The Manager's annual compensation range is between \$61,438 and \$76,685.

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 Q̓'alayu House, a Home away from home in Campbell River, which opened to the first family in late August 2021.