

Position:	Program Navigator
Reports to:	Associate Director of Programs
Location:	South, Central or North Island (hybrid or remote model will be considered)
Term:	Part Time
Hours of work:	Monday-Friday, 30 hours/week
Salary Range:	\$44,232.80 - \$55,291.50/year

About us:

Children's Health Foundation of Vancouver Island (CHFVI) has invested in the health of Island kids for almost 100 years. Our mission is to ensure all Island families have access to the health care they need, when and where they need it the most. Thanks to the generosity of our donors, we are able to bring supports closer to home and help transform the lives of children and youth living with physical and mental health challenges.

We collaborate with communities, partner organizations, and donors to fund programs and provide supports to address the daily and often urgent health care needs families face when caring for a child with complex health challenges. Our crucial fundraising work began with inpatient support for kids with polio and other physical health challenges in 1927 and has evolved with every emerging health care need in the decades since.

We know kids may only be 21% of our Island's population, but they are 100% of our future. Help us invest in this future and join us as champions for the health of every Island family.

Who we're looking for:

We have an exciting opportunity for a **Program Navigator** to join our Foundation and support our Bear Essentials Program. Bear Essentials is a family support program that assists with the costs of health-related travel and equipment for Island kids. The program is designed for families that struggle to afford the associated costs or that have barriers limiting their ability to access health care or equipment for their child. Bear Essentials is a program accessed through referral only.

The **Program Navigator** is responsible for the day-to-day requirements of the Bear Essentials (BE) program and connects families between the BE program, Home Away from Home Network, and other community supports. They will process applications and develop and manage relationships with health care professionals and other community partners.

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.

Main office: 345 Wale Road, Victoria BC, 69B 6X2

Jenece Place: 201 Hospital Way, Victoria BC **Qwalayu House:** 565 2nd Avenue, Campbell River BC

250-940-4950 | info@islandkidsfirst.com | islandkidsfirst.com

Charitable Registration No. 898638291 RR0001

Responsibilities

Program Delivery

- Execute the deliverables of the Bear Essentials program including:
 - receiving, evaluating and prioritising applications to ensure responsible budget management both monthly and annually
 - providing follow up and support for incomplete applications
 - assisting families to connect to complementary resources
 - approving, deferring, and declining applications based on criteria, assessment of need and available funding
 - communicating status of applications
 - disbursing funds as outlined in the program procedures
- Provide navigation to Home Away from Home resources and other community supports as aligned with Foundation processes
- Provide recommendations for Bear Essentials program including program procedures and funding criteria
- Assist with the review of complex applications including managing any concerns raised by referring healthcare professionals

Collaboration and Community Building

- Proactively build and maintain relationships with the health care community to ensure families are connected to the programs and supports they need
- Together with the Senior Program Navigator lead the preparation and coordination of the BE Learning Series to support knowledge sharing within the health care community
- Inform and consult on any outreach activities that may involve referring healthcare professionals that access BE

Bursary Administration

- Ensure application forms are up to date and liaise with Communication & Marketing team for website and collateral updates
- Review list of contacts and update list as appropriate to ensure greatest reach to intended audience. Contact organizations/institutions to promote the bursary.
- Prepare and distribute email notifications to applicable contacts of bursary opening, acceptance, and closing dates
- Manage the designated bursaries email account and receive incoming applications for both the Women's Institute and Lisa Huus Bursaries
- Follow up on any incomplete applications in database and respond to applicant questions
- Enter applications into the tracking system and compile packages for committee review
- Track allocated funds for approved applications and send congratulatory and regret letters to applicants
- Prepare funds processing request for Finance and send letters to applicants, educational institutions and liaise with Finance for distribution of funds by cheques/e-transfers
- Assist with compiling a report of bursary cycle activities
- Liaise with successful applicants for any thank you messages they may provide

Research and Evaluation

- Complete data entry and record maintenance

- Collaborate with the team's evaluation lead in the design and implementation of feedback processes and other program evaluation metrics to ensure program effectiveness and stewardship of funds
- Participate in developmental evaluation processes and follow-up activities, such as Learning Lab sessions and related follow up activities
- Ongoing research and discovery into complementary programs and resources

Administration and other duties

- Assist with program related events, project plans and debriefs as required
- Assist with the annual review and update of BE processes
- Support fundraising efforts coordinated by CHF Fund Development team
- Manage program related correspondence
- Work collaboratively with the Family Programs and Impact team to ensure adequate coverage on all departmental responsibilities
- Other special projects that may arise as assigned

Required skills & experience

- Passion for being in service to families in need, for building relationships and for caring connections to assist families accessing health care
- Superior listening skills coupled with exceptional written and 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 plan, and evaluation of successes and areas for growth
- A high level of organizational ability, attention to detail, and ability to manage tight timelines
- Ability to exercise initiative, judgement 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 as asset
- Solid knowledge of Microsoft Office programs (Word, Excel, and PowerPoint)

Qualifications & education

- Post secondary education in a human services field or equivalent experience
- At least 3 to 5 years of relevant work experience

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