

**children's**  
HEALTH FOUNDATION  
OF VANCOUVER ISLAND

**Qwalayu House Manager**

**Job Posting**



*Ricci, Emma & Brian*

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## About Us:

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.

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## VISION

All Island kids have access to the healthcare they need.

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## MISSION

Invest in the health of children and their families.

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## Why Us:

The work you do with the Foundation 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 and comprehensive employer paid extended health and dental benefits for this role.

Learn more at [islandkidsfirst.com](http://islandkidsfirst.com).

## **Make a Meaningful Difference – Every Day**

Are you a compassionate leader who thrives in creating welcoming and inclusive spaces? The House Manager plays a key role at our Foundation, leading a dedicated team and ensuring Qwalayu House is a safe, inclusive, and a comfortable home-away-from-home for families with children receiving health care in Campbell River.

Reporting to the Director of Family Programs & Impact, this role blends purposeful leadership with hands-on operations overseeing day-to-day activities, caring for the house and grounds, guiding Home Coordinators, and bringing our values to life. As one of the public faces of the Foundation, you'll have opportunity to lead with empathy, model our vision, and make a lasting impact on families when they need it most.

### **Responsibilities**

#### **House management**

- Provide regular updates on overall house operations to the Director of Family Programs & Impact
- Ensure that house staples and supplies inventory is maintained
- Manage overall maintenance and cleaning activities, including completing daily cleaning and laundry as required
- 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
- Identify issues that may have broad implications such as critical incidents, community stakeholder relations, and operational issues
- Track grocery gift cards including usage, balances, and reporting
- Participate in the development of the annual house budget
- Manage the expenses and accounts receivable 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 the Director, 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
- Report critical incidents and complete 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

### **People Management**

- Participate in the recruitment and onboarding of employees
- Identify staffing needs and concerns, seeking support of the Director and Human Resources as required
- 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 regular 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
- Consult Human Resources on the management of employee performance concerns and any related progressive discipline, up to and including terminations
- Ensure staff injuries are reported to Human Resources within 24 hours
- Work in collaboration with Human Resources to support employee requests for accommodation
- Prepare monthly staff schedule, ensure coverage for absences, and approve bi-weekly payroll hours
- Support and work collaboratively with the Fund Development team 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 volunteer activities

### **Core Competencies**

- 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 agenda*)
- Accountability (*Follows through on responsibilities and commitments/reliable and dependent/exceptional decision making and judgement/strong work ethic/proactive and anticipates*)

### **Qualifications & Experience**

- At least a minimum of 5 years of relevant work experience (social services, tourism and hospitality, and operations) and at least one year in a supervisory role
- 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
- Level 1 First Aid is an asset
- Excellent communication skills with a variety of stakeholders (e.g., families, health care community, volunteers, potential donors, community programs) with emphasis on communication with the guests and employees
- Organized and self-motivated, respectful and non-judgmental, 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

### **Working conditions**

- 7.5 hour workday / 37.5 hour work week, plus 0.5 paid lunch break
- Ability to lift up to 20 pounds and frequent standing and walking
- Evening and weekend work required at times to cover shifts, train staff or other activities
- Valid Class 5 driver's licence and access to a vehicle required to travel to occasional meetings, events, or presentations

## Application and selection process

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To apply, submit your application to <https://chfvicareers.easyapply.co>.

Deadline: All submissions should be received by **May 12<sup>th</sup>, 2026**.

Compensation, perquisites and flexible hours: benefits for this temporary opportunity include extended health and dental coverage, and group life insurance. The Foundation offers a hybrid work model. The compensation range for this role is between \$61,796 and \$77,239 annually. There is flexibility within this range based on experience. ***This temporary opportunity will end August 2027.***

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.