

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

**Candidate Brief**

**Director of Property and Facilities Management**

**February 2026**



*Ricci, Emma & Brian*

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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.



*Rylan and Izaick*

We have an exciting opportunity for a Director of Property and Facilities Management to join our passionate and dedicated team. Reporting to the CEO, the Director has a key role in providing strategic leadership to ensure the Foundation's properties and facilities are safe, reliable, and sustainable.

This role oversees planning, maintenance, and compliance for all Foundation Facilities across the Island, ensuring alignment with organizational goals and regulatory standards.

The Director is also responsible for developing and implementing long-term strategies that optimize asset performance, support program delivery, and enhance guest and staff experience.

## About us

### ***We're here for Island kids.***



For nearly 100 years, Children's Health Foundation of Vancouver Island has supported Island kids and youth with complex health needs. We know that thousands of Island families need to travel far from home to get health care for their kids. Our work focuses on supporting the health journeys of these families by reducing barriers to accessing care.

Our Homes Away From Home – Jeneece Place in Victoria and Q<sup>w</sup>alayu House in Campbell River – provide welcoming, affordable accommodation just steps from major hospitals, where out-of-town families can stay close to their child when they need health care. Our Bear Essentials program supports families with the cost of health-related travel and specialized equipment for their kids.

The Foundation's work is funded entirely by donors. Learn more at [islandkidsfirst.com](http://islandkidsfirst.com).

### ***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 received 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, Q̓w̓alayu 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?**

### **Homes Away From Home**

Homes Away From Home is a program of Children's Health Foundation of Vancouver Island. The Foundation owns and operates two 10-bedroom homes on hospital campuses: Jeneece Place in Victoria and Q̓w̓alayu House in Campbell River. These homes provide welcoming, affordable accommodation for families who need to travel to these communities to access health care for their child. The average stay for a family is seven nights, but many need to stay for several months at a time. Staying at a Home Away From Home means they don't need to worry about commuting back and forth, finding a place to stay, or how to cover the expenses of being away from home. They can focus on the most important thing – their child's well-being.

### **Bear Essentials**

Bear Essentials is a referral-based support program for Island families that helps with the costs of health-related travel and specialized equipment for their kids. The program prioritizes support for the families facing the most significant barriers to accessing health care, including low-income households, Indigenous and newcomer families, and those living in rural and remote communities. Since 2021, more than 2,275 Island kids have received support from Bear Essentials.



*Talia and Kelsey*

## Director responsibilities

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### Strategic Planning & Oversight

- Develop and implement a multi-year property and facilities management strategy aligned with the Foundation's mission.
- Lead capital planning, budgeting, and forecasting for property operations and improvement.

### Facility Operations

- Ensure optimal functioning of building systems including HVAC, electrical, plumbing, and security.
- Plan, coordinate, and provide oversight of all facilities and maintenance operations including waste management, grounds/landscaping, housekeeping, and parking.
- Oversee maintenance programs including preventative and seasonal work, to extend life and reduce disruption of program delivery.
- Support emergency preparedness, facility and guest safety, and operational continuity through planning, risk management strategies, and cross functional collaboration.
- Develop asset management program, including asset inventories, condition assessments, service needs to extend asset life, reduce disruptions, and support informed decision making.
- Support the implementation of health and safety policies to ensure a safe and compliant environment for staff, contractors, and guests.
- Research, implement, and utilize a facilities management software solution.
- Maintain inventory lists for the homes and coordinate procurement and distribution of supplies and staples.
- Respond to maintenance requests including after-hours support; conduct regular site inspections; manage and resolve insurance claims.
- Oversee fire and emergency protocols and conduct regular drills.
- Notify Director of Programs of issues that may have broad implications such as critical incidents and operational issues.

### **Contractor/Sub-Contractor Management**

- Oversee contractors, consultants, property management, and vendors, ensuring projects are on time, on budget, and compliant with WorkSafeBC and BC Building Code requirements.
- Oversee the procurement and management of outsourced service providers.

### **Property Management**

- Oversee leasing process, including market analysis, pricing strategy, and negotiations.
- Analyze leasing trends and competitive markets to inform strategy and optimize rental strategies.
- Ensure leasing activities comply with Foundation policies and tenancy laws.
- Maintain strong tenant relationships and ensure responsive, solution-oriented service.
- Oversee lease renewals and tenant requests for improvement.
- Proactively manage tenant feedback and requests to ensure satisfaction and retention.

### **Health and Safety**

- Assist with the development of safe work practices and procedures.
- Participate as a member of the Joint Health and Safety Committee.
- Lead the monthly inspections of the homes away from home and address deficiencies.
- Lead quarterly inspections of all other CHFVI properties.

### **Candidate profile**

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- Relationship Building (*Builds and maintains ethical relationships, networks, and contacts.*)
- Strategy Execution (*Achieves goals and objectives in support of strategic priorities.*)
- Stewardship (*Applies laws, policies, regulations, and guidelines to protect the vitality of the organization.*)

- People and Culture (*Motivates and directs employees to optimize workplace productivity and promote professional growth and can communicate effectively and interact with people through positive behaviours and attitudes to support a healthy workplace culture.*)
- Open-mindedness (*Open to others' ways of approaching situations/creative thinking/works with shared agenda.*)
- Communication (*Articulates thoughts and expresses ideas effectively using written, visual and non-verbal communication skills including adapting that ability to various contexts and listening to gain understanding.*)

## Qualifications and education

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- Bachelor's Degree in property management, business administration, facilities management or related field and/or equivalent combination of education and experience.
- Minimum 5 years of related work experience (facilities or property management, building maintenance, project management, and health and safety).
- A designation in property management is an asset.
- Level 1 First Aid, WHMIS, and other safety certifications is an asset.
- Solid knowledge of Microsoft Office programs and data collection systems.

## Desired skills and experience

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- In depth knowledge of building systems, infrastructure, asset lifecycle planning, and preventative maintenance best practices.
- Strong understanding of procurement, project budgeting, and contractor management.
- Proven leadership, project management, and budgeting skills.
- Excellent communication skills with internal and external partners (e.g., families, community, volunteers, potential donors) with emphasis on communication with employees.
- Proven initiative, judgement, decision making and problem-solving capabilities.
- Computer literacy sufficient to operate a variety of programs and systems.
- Excellent time management skills with the ability to prioritize tasks and deadlines.
- Experienced in managing multiple facilities and in health and safety practices including familiarity with WorkSafe BC regulations.

## Working conditions

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- 7.5-hour workday / 37.5-hour workweek.
- Ability to lift up to 20 pounds and frequent standing and walking.
- Occasional evening and weekend work may be required.
- Valid Class 5 driver's licence and access to a vehicle to travel to facilities across the Island.

## Application and selection process

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To apply, submit your application to <https://chfvicareers.easyapply.co>. To learn more about us, please visit our website at <https://islandkidsfirst.com>.

Deadline: All submissions should be received by **March 10<sup>th</sup>, 2026**.

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 Director's compensation range is between \$92,318 and \$115,398.

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, candidates must be legally entitled to work in Canada.

**Bio: Veronica Carroll, CEO**



Veronica Carroll is the CEO of the Children's Health Foundation of Vancouver Island. 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 health care 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 health care 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 August 2021.