



Assistant Director, Family Programs & Impact

Job Posting



Ricci, Emma & Brian

About Us:

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, Qwalayu House in Campbell River, and Jesse's House in Nanaimo (opening spring of 2027) – provide welcoming, affordable accommodation just steps away 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 and get involved at islandkidsfirst.com.

VISION

All Island kids have access to the healthcare they need.

MISSION

Invest in the health of children and their families.

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.

Make a Meaningful Difference – Every Day

Are you an experienced operational leader who wants your work to make a meaningful difference for children and families? Children's Health Foundation of Vancouver Island is seeking an **Assistant Director, Family Programs & Impact** to help lead the consistent, effective delivery of programs and services. Working closely with the Director of Family Programs & Impact, House Managers, Program Navigators, and organizational partners, you will turn strategy into action, strengthen day-to-day operations, support engaged and effective teams, and contribute to an exceptional experience for the families we serve.

Responsibilities

Program Operations and Oversight

- Provide leadership and support to the program teams, ensuring a dynamic, cohesive, well-structured team that is motivated and inspired to work collaboratively towards the Foundation's mission and values.
- Lead day to day operational implementation of program priorities, ensuring alignment with organizational objectives.
- Identify, recommend, and support the implementation of systems, tools, and process improvements that enhance operational efficiency, service quality, and family experience.
- Ensure Foundation initiatives, operational standards, policies, and procedures are consistently implemented. Develop, review, and recommend changes to program procedures, processes, and decision-making matrixes in collaboration with program teams.
- Utilize program systems and data to prepare program reports as required and assist with preparation of Committee reports as required.
- Conduct regular reviews to ensure daily, weekly, monthly tasks and maintenance schedules are complete across the homes.

Program Delivery

- Support teams in addressing and resolving family concerns, including in person support as required.
- Monitor family feedback and occupancy trends and identify opportunities to improve and/or enhance operational efficiency, and family experience.
- Ensure all incidents are documented and reported within identified timelines. Participate in risk assessment and/or reviews.
- Ensure compliance with applicable privacy and access to information legislation.

- Collaborate with referring professionals to address accommodation needs, resolve concerns, and ensure families receive timely and appropriate support as required.
- Consult with the Director of FPI on any atypical referrals and grant requests.

Team Leadership

- Lead, coach, and mentor House Managers and program staff, supporting professional growth, accountability, and employee engagement.
- Support recruitment, onboarding, training, performance development, and succession planning initiatives.
- Promote consistent application of Foundation policies, operational standards, and workplace practices across programs.
- Lead and support employee training initiatives, including the adoption of operational systems, software updates, and process improvements.
- Foster an environment of continuous improvement by encouraging employee feedback and identifying opportunities to enhance team effectiveness and operational excellence (regular team meetings, surveys, etc.)
- Support the resolution of employee concerns and workplace issues through coaching, problem-solving, and collaboration with Human Resources as appropriate.
- Champion a culture of safety, wellness, respect and inclusion, ensuring compliance with organizational policies and applicable legislation.

Scheduling and Payroll Administration

- Monitor workforce scheduling practices across all homes including review of staffing levels to ensure operational efficiency. Monitor staffing budget and provide recommendations for optimization.
- Review and approve bi-weekly payroll reporting. Provide coverage for house managers as needed.

Maintenance & Inventory

- Make recommendations and support relationships with key suppliers and service providers
- Monitor and make recommendations on vendor pricing, performance, quality, and Service delivery.
- Maintain inventory lists for the homes and coordinate the cost-effective procurement and distribution of supplies and staples

- Review maintenance requests and where appropriate utilize approved contractor/vendor for minor repairs.
- Ensure all maintenance requests requiring a new vendor/contractor and/or major repair requests are submitted to the Director of Property and Facilities Management.
- Support Director of Property and Facilities Management in managing compliance with WCB and Liability Insurance and foundation policies and standards

***Other duties as assigned.

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

- Diploma or degree in Social Services, Business Administration, Operations Management, or a related field preferred.
- Minimum 5 years of managing social service or health care programs across multiple geographically dispersed locations.
- Minimum of 5 years' experience with program and team management, preferably in the non-profit sector.
- Level 1 First Aid, WHMIS, and other safety certifications is an asset
- Proven leadership, time management, facilitation, and organizational skills.
- Demonstrated ability to foster and support relationships with internal and external partners.
- Excellent communication and active listening skills with internal and external partners (e.g., families, community, volunteers, potential donors) with emphasis on communication with employees.
- Demonstrated initiative, judgement, decision-making and problem-solving capabilities.
- Strong decision-making skills and ability to effectively develop action plans and set goals
- Superior written, analytical, and reporting skills.
- Computer literacy sufficient to operate a variety of programs and systems.

- Strong financial management and budgeting knowledge.

Working conditions

- Regular travel between properties required.
- Combination of on-site property visits and remote administrative work.
- Occasional evening or weekend availability may be required.
- Respond to emergency calls and/or on-call support to homes.
- Valid Class 5 driver's licence and access to a vehicle required to travel to facilities across the Island.
- Regular status position; permanent, on-going.

Application and selection process

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

Deadline: All submissions should be received by **November 6th, 2026**. Please note this position may be based in Victoria, Nanaimo, or Campbell River pending the location of the successful candidate.

Compensation, perquisites and flexible hours: benefits for this opportunity include extended health and dental coverage, long term disability, accidental death and dismemberment, group life insurance, health spending account and municipal pension plan. We offer four weeks' vacation and 18 days of paid sick/caring for family leave.

The compensation range for this role is between \$94,919 and \$118,648 annually. There is flexibility within this range based on experience. The Foundation reviews salaries annually and considers its overall performance and Cost of Living factors. The hired employee will have the opportunity for their salary to increase over time up to the maximum of the pay band, currently \$142,378.

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.