



PROGRAM MANAGER POSITION

We are growing and we are looking for another Program Manager to join our team. Our ideal candidate is a gregarious individual with solid administrative and excellent communication skills.

Help Fill A Dream is an immediately responsive Victoria-based registered charity which supports Vancouver Island and the Gulf Islands children with medical conditions, health challenges and disabilities. Our mission is to inspire hope, healing and happiness by making Dreams come true and providing immediate support to families through our programming. Founded in 1986, we remain the local alternative and have assisted over 2,400 Island children and their families.

Position Summary

Reporting to and working closely with the Executive Director, the Program Manager is responsible for the delivery of Help Fill A Dream programming, providing support to our clients (children and their families), and managing relationships with health care professionals and other community partners.

The Program Manager is a key member of the team and will work closely with all Help Fill A Dream staff to execute the operational and strategic plans of the organization.

Knowledge, Skills and Abilities:

- Ability to work with and process confidential information with discretion and sensitivity
- Excellent interpersonal and organizational skills and the ability to prioritize, balancing multiple timelines and numerous details
- Proven verbal and written communication skills
- A strong client service orientation demonstrated by the ability to anticipate, understand and respond to the needs and expectations of clients, donors and community partners

- Ability to exercise initiative, judgment and problem solving skills to complete work, take responsibility and make decisions based on solid analysis and interpretation
- Proficiency is required in the use of word processing, database, spreadsheet, presentation, email, and electronic calendar software (i.e. MS Word, Excel, PowerPoint , Outlook, eTapestry)
- Genuine interest in children's health and well-being
- Understanding of the non-profit sector
- Commitment to professional ethics
- The ability to effectively interact with a wide variety of stakeholders
- Has a positive and outgoing personality
- Demonstrated experience in working as a part of a small, dynamic team and working independently
- Familiarity with medical terminology is an asset

Qualifications

- Degree or diploma in business administration, communications, marketing, human services or equivalent and a minimum of two years' related work experience. An equivalent combination of education and experience will be considered
- Availability to work occasional evenings and weekends
- Valid BC driver's license and access to an insured vehicle is required.

Compensation & Benefits

- 30 hours per week including occasional evenings and weekend work.
- Salary is commensurate with experience
- Health spending allowance and paid vacation after 3 month introductory period

Qualified applicants are invited to submit a detailed résumé and cover letter to the attention of: Craig Smith, Executive Director at craig@helpfilladream.com.

The application deadline is **April 13, 2018**.

Anticipated start date **April 30, 2018**.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.