



## British Columbia Professional Fire Fighters' Burn Fund

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### **HomeAway Program Contract Program Coordinator**

The Home Away Program of the Burn Fund aims to enhance survivor support services of the BC Professional Fire Fighters' Burn Fund.

The Burn Fund is currently seeking a part-time contracted Program Manager for the BC Professional Fire Fighters' Burn Fund's HomeAway (HA - Short term housing) Program. This role is responsible for the day-to-day management of the HA Program, averaging between 15-20 per week depending on guest booking activity. Understanding and experience in the non-profit housing sector and issues related to short term housing an asset.

The Burn Fund Centre's (23<sup>rd</sup> & Main Vancouver) 2<sup>nd</sup> floor is dedicated to housing burn & trauma survivors and their families during treatment at BC Children's Hospital or the BC Professional Fire Fighters' Burn Fund Burn, Trauma & High Acuity Unit at VGH; while undergoing follow up specialist or therapy appointments; as well as professional fire fighters and their families from around the province requiring to travel and stay in Vancouver for treatment.

The "HomeAway" floor consists of a housing service with 8 fully contained and accessible accommodation suites, in suite bathroom, kitchenette, smart tv, fire place and outdoor deck. The common areas include; an outdoor deck with water feature, family kitchen, living room and library/study with tvs, technology access and fireplace, laundry facilities, common bathroom and janitor room.

Guests may reside from a few days up to a longer term stay of 3 weeks to a few months. Cleaning staff will be responsible for daily cleaning of common areas and rotate weekly cleaning of suites and manage move out cleaning as necessary.

The goal of the program is to provide a high quality "Home Away from Home" experience to support survivors, fire fighters and their families.

### **Contract Management Deliverables / Outcomes required**

- Act as the Burn Fund's stakeholder liaison: Liaise and communicate with the public, burn fund partner and referring agents – hospitals, rehab facilities etc
- Guest assessment: Manage all intake administration, review/complete needs assessment, review/complete financial assessment, space availability assessment
- Booking: Manage all guest booking administration, perform facility welcome/orientation; provide necessary document & package, manage key inventory and guest access, referral notification to stakeholders as required, management and communication with cleaning contractor
- Monitoring/service: Manage guest assistance, concerns/facility, manage inter guest issues, supplies, suite inventory, emerg/night calls, lost keys/access, communication with cleaners
- Recommend to the board and manage volunteer programs that enhance service and guest experience
- Check out: Perform room check on departure & administration, administer evaluation/guest tracking/reporting, communication with cleaners



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### Details:

Part-time, approx. 20 hrs per week

One year contract reviewed annually

Work may be carried out from home, requirement to travel to Centre for guest activity

Will consider a couple manager team

### Qualifications, Skills & Abilities:

- Relevant education & experience with managing housing environments

- Reliability & flexibility of schedule; days, evenings, weekends

- Sensitivity to clients' needs & confidentiality

- Administrative skills & experience

- Criminal Record check required

- Kind and supportive manager

- Self-motivated

- Team player and collaborative

- Innovative and entrepreneurial

- Excellent interpersonal, oral and written communication skills

- Familiar with technology; data bases & Office applications

### Application:

Please submit your letter of interest and resume by March 8<sup>th</sup>, 2017 to [lisa@burnfund.org](mailto:lisa@burnfund.org) or fax 604-436-3057