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Charitable Registration # 11930 5449 RR0001

yanacomoxvalley.com

Job Description

Position Title: Client Care Specialist and Operations Support

Position Type: Flexible part-time (approximately 20-30 hours/week), onsite and remote

Responsible To: Executive Director or designate

Compensation: \$18-20/hr

Training: Required. Dates and times to be collaboratively determined

You Are Not Alone (YANA) is a local non-profit society that provides accommodation and funding to Comox Valley families who need to travel outside the community for medical treatment for a child under 19 or for a pregnant mother.

The Client Care Specialist and Operations Support person must be available in person at the YANA office for public drop-in hours on Tuesdays and Thursdays 10am -2pm, and have additional weekday availability to handle client care needs as well as assist in administrative, operational, and fundraising needs. This position allows for a flexible work schedule, with the possibility of job sharing or increased hours for the right candidate(s).

Our office consists of a small but mighty team that values the unique gifts and skills that each team member brings to the table. This position offers the opportunity to utilize and draw upon your strengths, while being flexible and willing to roll up your sleeves and learn new skills.

Responsibilities include the following tasks:

1. Program Administration

- Maintain YANA's funding and accommodation program by acting as the point of contact for families and healthcare providers. This includes needs identification, active and compassionate listening, liaising with healthcare providers, booking accommodation, providing financial assistance, referring to alternate resources when necessary and maintaining confidential records
- Maintain YANA's Emergency Funding Program at the Comox Valley campus of the North Island Hospital

- Maintain YANA's Denman Hornby Connector Program
- Maintain operations at the four YANA apartments located in Vancouver BC including liaising with property manager, service providers and Vancouver-based volunteer as needed

2. Office Administration

- Assist with the day to day operations of the YANA office including but not limited to reception services, bank deposits, preparing payments for invoices, record keeping, tax receipting, donor acknowledgement and light cleaning
- Manage incoming requests by either handling them directly or forwarding the requests to the appropriate staff member, board director or volunteer

3. Communications and Fundraising Support

- Work alongside the Executive Director, Community Relations Coordinator and/or designated volunteers with preparations and promotions for fundraisers and day-to-day operations, including social media management and content creation.

The preferred candidate will have the following qualifications or attributes:

- Positive, empathetic, outgoing personality and a strong ability to quickly connect with others in person, via telephone and via email. A genuine smile and sense of humor are a must!
- Strong client service orientation demonstrated by the ability to anticipate, understand and respond to client needs and expectations
- Strong computer skills and experience using Google Workspace
- Solution focused, independent work style
- Excellent organizational and time management skills
- Proven verbal and written communication skills

Application Process

Please email a job-specific cover letter and resume to info@yanacomoxvalley.com. We thank all applicants in advance for their interest however, only those applicants who are shortlisted for an interview will be contacted. There is no closing date for this posting, but **please apply without delay**. We are eager to welcome our new team member, but are grateful to be in the position to wait until the perfect fit is found.