

### ~ Manager, Patient Services ~

**Location:**

BC & Yukon Branch Office, Burnaby, British Columbia

*~ We are proud to offer a **Hybrid Working Environment**, this position will work fully or partially from home in the Vancouver Lower Mainland. Additionally, the Foundation will provide support for a home office set up. ~*

**The Organization:**

The Kidney Foundation of Canada is the leading charity committed to eliminating the burden of kidney disease through:

- Funding and stimulating innovative research for prevention, better treatments, and a cure.
- Providing education and support to prevent kidney disease in those at risk and empower those with kidney disease to optimize their health status.
- Advocating for improved access to high quality healthcare.
- Increasing public awareness and commitment to advancing kidney health and organ donation.

For almost 60 years, The Kidney Foundation has been a collaborative, innovative and focused leader in the development of programs, services, research opportunities and awareness campaigns that have had a positive impact on the millions of Canadians living with, or at risk of developing kidney disease.

**Job Summary:**

Reporting to the Director of Programs, the Manager, Patient Services is an integral member of the BC & Yukon Branch team.

This position includes the following major responsibilities:

- Administration of the Short-Term Financial Assistance program (STFA) and ongoing pilot projects supporting kidney patients, while liaising with renal health professionals
- Managing the Peer Mentor Program- recruiting potential mentors, facilitating virtual individual and group connections
- Overseeing the management of 7 Kidney Suites & coordinating children attending Kidney Kids camp



## Position Posting

- Accepting phone calls and emails from the kidney community and responding to questions about kidney health and available resources
- Speaking at public/ virtual events on the topic of kidney disease, and programs and services. Representing the Kidney Foundation, BC & Yukon Branch at community events and professional occasions

### Position Status:

Defined term, maternity leave replacement.  
35 hours per week for a 10-month period starting in late June or early July 2022

<b>Required Skills:</b>	<ul style="list-style-type: none"> <li>• Proficient in Word, Microsoft Teams and Excel</li> <li>• The successful candidate will have a good working knowledge of kidney disease or the ability to learn this information quickly</li> <li>• Exceptional interpersonal and time management skills</li> <li>• Access to a car is necessary</li> <li>• Candidate must be fully vaccinated</li> </ul>
<b>Benefits:</b>	<p>The Foundation is proud to offer the following:</p> <ul style="list-style-type: none"> <li>• Vacation earned at the rate of 6% of earnings</li> <li>• Health (sick) days and personal days (pro-rated)</li> <li>• 12 holidays during a calendar year (pro-rated)</li> <li>• Participation in the group benefits plan (with the exception of STD and LTD)</li> <li>• A full Employee Assistance Plan</li> <li>• Participation in the Group RRSP</li> </ul>
<b>Apply to:</b>	<p>Please apply with cover letter and resume to: <a href="mailto:Heather.johnson@kidney.ca">Heather.johnson@kidney.ca</a> By May 31, 2022</p>

***The Kidney Foundation of Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***

*We wish to thank all applicants for their interest and effort in applying for this position; however, only candidates selected for interviews will be contacted.*