

Job Title: **General Manager -
Long Term Care, Assisted & Independent Living**

Job Location: **Western Canada**

Reporting Relationship: **Regional Manager / Associate Vice President**

Complexity and Scope of the position

Retirement community (approximately 200 – 300 suites /beds) comprised of:

- Resident owned condominiums
- Independent living rental suites
- Private pay/government funded assisted living suites, and
- Private pay/government funded licensed continuing care beds.

Services include housekeeping, food services, security, maintenance, home support and complex care.

Key Activities

Resident Relations:

- Monitors and maintains resident care standards
- Provides residents with a safe and comfortable environment
- Ensures that the services provided to resident's meet or exceed client expectations
- Develops and maintains effective relationships with resident's and their families in order to determine individual needs, resolve issues or concerns, and evaluate resident satisfaction

Leadership:

- Provides leadership and is responsible for all aspects of human resource management such as: recruitment, employee relations, health and safety, performance management, staff development, discipline and termination
- Provides a combination of direct supervision to managers and indirect supervision through subordinate supervisors to a staff of full time, part-time and casual employees as well as a number of outside contractors
- Shares information, discusses operational issues, and resolves conflicts with community staff members

Budget & Financial

- Develops budget proposals, manages the facility within the limits of the approved operating and capital budgets, and provides variance analysis and financial reporting
- Forecasts, develops, implements and monitors short and long-term operational plans specific to program development, marketing, and client service delivery
- Plans, organizes, evaluates and controls a program for inventory control of supplies and equipment for the home in conjunction with any company-wide programs

- Plans, organizes, controls and evaluates the attainment and use of supplies necessary for the efficient and effective operation of the home in conjunction with company policies and procedures
- Maximizes revenues by providing quality services and maintaining optimal occupancy & market rates

Marketing & Occupancy:

- Participates in promotional events and meets with members of the community, seniors groups and associations chambers of commerce, etc. to raise the profile and market the services of the organization
- Maintains optimal occupancy rates in a facility that provides multiple lifestyle choices
- Maximizes occupancy by providing quality services
- Provides leadership and ensures the planning of marketing strategies, market rates and event development.

Regulatory Compliance:

- Liaises with various governing bodies i.e. Regional Health Board, Ministry of Health, WCB, Employment Standards, Assisted Living Registrar etc. to ensure facility meets the applicable regulations, standards and legal requirements
- Working knowledge of Employment Standards Act, Human Rights Act, Residential Tenancy Act, Occupational Health and Safety Act, Workers Compensation Act and Labour Relations Act
- AL-The Assisted Living and Continuing Care Act, Public Health Act, Mental Health Act

Operational and Administrative Systems:

- Negotiates with suppliers to procure top quality cost effective goods and services
- Participates as part of the management team by sharing information and best practices, participating in strategic planning and decision making with colleagues operating other Chartwell facilities
- Responsible to make available to Head Office all reports required on a timely basis. All reports, letters or dealing with any town officials e.g. Health Inspections, Fire Reports, Building Inspections or any matter as deemed the responsibility of the Parent Company
- Implements and supervises strategies and policies to ensure the provision of a safe environment for all residents and staff including preventative maintenance and labour management meetings deal with risks
- Negotiates with suppliers to procure top quality cost effective goods and services
- Participates as part of the management team by sharing information and best practices, participating in strategic planning and decision making with colleagues operating other Chartwell facilities

Other:

- Participates in all conferences and instructional courses as required
- Ensures the confidentiality of information relating to residents, families, colleagues, Chartwell, financial arrangements and results

Qualifications

Experience:

- 5 years working with seniors in a healthcare environment
- Experience in progressively responsible roles where he/she has demonstrated ability in leadership, interpersonal skills, marketing and financial planning

Education:

- A degree in: Business Administration, Behavioral Sciences, or Gerontology

Skills & Abilities:

- Computer literate
- Knowledge of word, excel and email applications.
- Able to plan, organize and direct the operations of the facility
- Able to multi-task
- Skilled leader and manager
- Innovative, creative thinker
- Knowledge of financial management techniques and practices
- Must be able to read, write, and verbally communicate effectively in English
- Customer service oriented
- Ability to maintain effective interpersonal and team relationships
- Conflict resolution skills
- Demonstrates empathy and understanding of the needs of seniors

Special Requirements

- Criminal Record Check
- Medical Clearance
- Manager on-call
- Must be willing to work the hours necessary to ensure the effective operation of the facility
- Must be prepared to respond to emergent situations

Direct Reports

- Director of Care
- Maintenance Manager
- Business Services Manager
- Social Coordinator
- Marketing Manager
- Food Services Manager

I have read and understand the contents of this job description.

Employee's Signature

Print Employee's Name

Date