



## Optima Living Communities

### JOB DESCRIPTION

#### Director of Operations, Edmonton Region

Optima Living Communities operates Independent Living, Assisted Living and Supportive Living communities in Alberta and British Columbia. Our communities are located amongst the best retirement places in Western Canada.

Optima operates Independent Living, Private Assisted Living and Public Supportive Living (SL4 & SL4D) facilities. Optima is a licensed care provider with Alberta Health Services.

If you are a successful leader who has a deep compassion for seniors and is driven by the core mantra that if – you can take care of the senior, the rest will take care of itself - then we want to hear from you!

Our business model is driven by our credo – Let Us Welcome You Home

We want someone who is driven by this passion and is genuinely interested in supporting teams who every day strive to do their best to achieve this.

The Director of Operations will be a proven senior living executive with high integrity, vision, strong interpersonal relations skills and outstanding leadership ability. Responsibilities include:

- Ensuring the teams are delivering the highest the level of care and attention to our residents;
- Managing strong relationships with key stakeholders at AHS, Alberta Health and other stakeholders including the community at large, families and residents on behalf of our communities;
- Overseeing all aspects of the day-to-day operations of the designated properties, including finance, budget planning, sales and marketing;
- Managing budgets, monitoring labour costs, raw food costs, accounts receivable, accounts payable, and payroll;
- Overseeing the management of capital expenditure projects as undertaken by each property, planning projects in accordance with approved guidelines and ensuring that the expenditures meet cost projections and completion timeframes;
- Acting as role model to all staff in all communities in demonstration of professional operations, communication and resident care;
- Evaluating performance of key leaders at each site;
- Supporting the leadership teams in all aspects of human resource planning and management;
- Conducting routine inspections of services being provided to ensure highest quality;
- Ensuring optimum/maximum occupancy, revenue and profitability for each community;
- Keeping abreast of market trends and competition.



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### Qualifications:

- Ability to deliver value without compromising mission, vision and values
- Demonstrated leadership, tact and diplomacy skills to exercise judgment and a high degree of discretion to determine the appropriate action based on thorough analysis.
- Superior oral and written communication, and presentation skills
- Work hard – Play hard - You take your work seriously, but you don't take yourself too seriously.
- You are quick to learn from the gift of failure and know how to build on successes.
- A degree in Business, Healthcare, Finance, or a related discipline, with a Master's degree preferred.
- A minimum of five (5) years of significant multi-site Supportive Living and/or Memory Care experience.
- Ability and willingness to travel to each community assigned to on a regular basis.
- A valid driver's license
- Comfort with technology and various software applications such as Microsoft office suite (Outlook, Word, Excel, PowerPoint, etc.), Slack and Dropbox.

If this position sounds like it would be a fit for you, send your resume and cover letter to [hr@optimaliving.ca](mailto:hr@optimaliving.ca) by February 15, 2020, specifying your salary expectations and why you think you would make a great addition to the team!

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