

POSITION SUMMARY

Reporting to the Vice President Operations, the Regional Operations Manager ensures exemplary service delivery, life quality and peace of mind for residents within a group of inSite assisted living residences in a geographic region. The Regional Operations Manager provides leadership and direction to Community Managers, Assisted Living Coordinators and Assisted Living Leaders at residences within the portfolio. The Manager is responsible for human resource management, budgets, client relations and health authority liaison within the region supervised. The Manager provides guidance and direction to site leaders to ensure quality programs and services are delivered in accordance to resident needs and choices to uphold life quality and resident/family peace of mind.

KEY RESPONSIBILITIES

Supervises and acts as a resource for Community Managers, Assisted Living Coordinators and Assisted Living Leaders responsible for the delivery of exemplary personal care and hospitality services within the assisted living residence. Guides and monitors the development, implementation and evaluation of services in accordance with the Program Description and Operating Plan. Coordinates resource sharing between assisted living residences to create financial efficiencies and enhance personal care and hospitality service delivery. Fosters and encourages networking and information sharing between staff;

Monitors activities related to the development, implementation, monitoring, evaluation and revision of resident service plans consistent with guidelines and processes established by inSite and the Health Authority. Ensures service is compliant with established procedures, Health Authority performance standards, budget allocations, provincial standards and legal requirements;

Assumes a leadership and mentoring role in decision-making related to areas of responsibility including complaints management, health and safety, continuous quality improvement, and financial, risk and human resources management;

Supervises and supports site leaders in the administration and monitoring of operating budgets and makes appropriate adjustments to ensure budget targets are achieved. Reports and justifies cost centre variances, develops and presents a business case for budget adjustments on a year-to-year basis and provides input in the negotiation of contract extensions with clients;

Provides leadership and direction for site leaders by fostering and promoting new initiatives; implementing, interpreting and monitoring compliance with service related policies and procedures; coordinating and directing staff orientation and in-service training programs; scheduling and assigning work; monitoring and evaluating performance and recruiting, developing and/or terminating staff;

Supports site community relations activities by leading and participating in community events. Promotes company interests within the region through networking and remaining visible amongst professional groups, associations, health authority committees and business groups; and

Prepares and presents management reports outlining overall performance for the region in the attainment of goals and objectives including financial, human resource, service delivery and innovations.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Degree or diploma in business administration, hospitality management or health care management or equivalent combination of education and experience
- ◆ Experience managing service teams in the delivery of resident driven services preferably for seniors
- ◆ Creative and participatory management approach to service provision within an environment requiring a balance between regulation, customer service, fiscal constraints and service provision
- ◆ Extensive human resource management experience including staffing and scheduling, training, education, staff development, performance management and mentorship
- ◆ Operating budget and management reporting experience including variance analysis
- ◆ Willing to travel between sites/corporate office and work flexible hours
- ◆ Thorough knowledge of industry legislation and regulation