

# Community Manager



## POSITION SUMMARY

The Community Manager ensures exemplary service delivery, life quality and peace of mind for residents within the assisted living residence. The Community Manager provides leadership and direction to coordinators and staff, coordinates human resources, controls the site operating budget, liaises with the client and is responsible for community relations. The Manager leads the team in ensuring quality programs and services are delivered according to resident needs and choices to uphold life quality and resident/family peace of mind. The Manager may oversee more than one operation and reports to the Vice President Operations.

## KEY RESPONSIBILITIES

Supervises and acts as a resource to all Coordinators and staff responsible for the delivery of exemplary personal care and hospitality services. Guides and monitors the development, implementation and evaluation of services in accordance with the Program Description and Operating Plan. Coordinates service delivery overlaps between personal care and hospitality services to enhance life quality and peace of mind for residents;

Oversees 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 delivery responds to the changing needs of residents and is compliant with established procedures, Health Authority performance standards, budget allocations, provincial standards and legal requirements;

Acts as a liaison to the client and participates in decision-making related to areas of responsibility including complaints management, health and safety, continuous quality improvement, and financial, risk and human resources management;

Administers and monitors the operating budget for each assisted living residence supervised and makes appropriate adjustments to ensure budget targets are achieved. Reports and justifies cost centre variances, develops and presents business case for budget adjustments on a year-to-year basis and provides input in the negotiation of contract extensions;

Provides leadership and direction for the service team 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;

Champions the community relations plan by organizing and leading community events, promoting the assisted living residence within the community at large, addressing the needs and concerns of residents, families and the community at large and recruiting, developing, and evaluating the volunteer pool ; and

Prepares and presents management reports outlining overall performance for the service team in the attainment of the goals and objectives for the site including financial, human resource, service delivery and innovations. Sets and reports on quarterly and annual service team goals.

## 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