

Director of Corporate Services

Reports To: Executive Director

Employment Type: Full-Time

Position Overview

The Director of Corporate Services is a key member of the Senior Leadership Team, responsible for providing strategic leadership and oversight in Fiscal Operations, Administrative Services, Information Technology, Quality Assurance, and Accreditation. This role ensures compliance with regulatory requirements and promotes the effective coordination of services to support the organization's mission of compassionate and quality care for residents.

The ideal candidate is an innovative leader, skilled at driving operational excellence, fostering collaboration, and achieving organizational goals.

Key Responsibilities

Fiscal and Administrative Management

- Develop, implement, and improve policies and procedures to enhance financial and administrative efficiency.
- Oversee daily operations of the Business Office, ensuring effective administrative processes and customer service.
- Collaborate with managers to create financial forecasts, operational budgets, and compensation analyses.
- Manage accounting systems, including purchasing, accounts payable/receivable, payroll, and cash flow.
- Establish and maintain internal controls to safeguard assets and ensure financial integrity.
- Prepare timely and accurate financial statements, management reports, and variance analyses.
- Ensure compliance with federal and provincial regulatory bodies, including accurate reporting to funding agencies.

Information Technology Management

- Collaborate with IT staff and contractors to establish and execute IT strategies aligned with organizational goals.
- Oversee IT-related projects, disaster recovery systems, and secure operations support.
- Ensure the delivery of high-quality IT customer service across all departments.

Quality Assurance

- Develop and implement quality assurance strategies in collaboration with managers and the Quality Assurance Liaison.
- Support adherence to operational procedures, validate compliance, and address quality-related challenges.
- Facilitate quality control assessments, provide training, and promote continuous improvement.
- Support the preparation of annual Occupational Health & Safety (OHS) Plans and meet our OHS service provider's certification requirements.

Accreditation

- Monitor regulatory changes and ensure internal processes comply with new standards.
- Facilitate accreditation inspections and address non-conformance issues promptly.
- Prepare and submit documentation related to accreditation requirements and corrective actions.

Collaboration and Special Projects

- Engage with residents, families, and mandataries to meet administrative needs.
- Work on special projects and provide value-added support to cross-functional teams.

Qualifications

Education and Experience

- Bachelor's degree in business administration or a related field.
- Professional accounting designation (CA, CPA, CMA) is an asset.
- 3-5 years of experience leading cross-functional teams; experience in long-term care management is an asset.

Skills and Competencies

- Strong verbal and written communication skills in English and French.
- Advanced proficiency with Microsoft Office Suite and accounting software.
- Proven ability to set goals, manage priorities, and ensure accountability under a continuous improvement philosophy.
- Exceptional conflict resolution, problem-solving, and analytical skills.
- Strong leadership, delegation, and time management abilities.
- Experience with project and change management is an asset.
- Flexible, diplomatic, and tactful with a commitment to quality and confidentiality.