

## Manager, Support Services

Reporting to the Executive Director, the Manager, Support Services is responsible for the management of support services that ensure a healthy, safe and comfortable lifestyle for the residents of Grace Village, including the Food Services, Housekeeping and Laundry / Environmental Services teams.

### Mandate Overview

- Plan, organize and manage the overall delivery of resident Support Services at Grace Village in accordance with current provincial and local standards and regulations governing the Grace Village residence
- Manage, review and enhance as needed internal Support Services procedure and best practices, ensuring that the residence is maintained as a safe, clean, and comfortable facility for our residents. The Manager, Support Services plays a critical role in ensuring a high degree of resident satisfaction through the provision of high quality food, environmental and cleaning services, within the budgetary guidelines of Grace Village.

### Key Responsibilities

#### 1. Department Management

- Develop a clear understanding of Support Services-related requirements of other Grace Village team leaders and staff who provide services and programs to the residents
- Resolve Support Service issues identified by other Grace Village service teams, residents and/or their family members
- Provide the Grace Village Executive Director with monthly reports, as well as ongoing status updates indicating where issues exist, recommending solution and executing the solutions
- Provide ongoing Support Services-related operating guidelines and training to Grace Village staff and volunteers as needed

#### 2. Staff Management

- Recruit, hire, train and develop a healthy support service team in collaboration with HR
- Develop effective supportive working relationships with direct reports, other Grace Village teams, residents, families and volunteers based on the Grace Village principles of ethics, professionalism, empathy, trust, respect and shared responsibility
- Increase productivity through performance evaluations, feedback and coaching as well as procedure reviews and improvements as needed
- Working with HR, apply the procedure for progressive discipline to address unsatisfactory performance or problem behavior
- Meet regularly with direct report Food Services, Housekeeping and Laundry staff, providing support, coaching and direction
- Manage scheduling for Support Services staff

#### 3. Corporate Management

- Ensure effective management of expenses and operational costs while ensuring high quality compassionate care to our residents

- Actively contribute to the development of the annual Support Services budget development and manage the Support Services performance vs. the budget on an ongoing basis

#### 4. **Regulatory and Operational Compliance**

- Meet or exceed best practice and accreditation standards as defined by provincial and federal government regulatory bodies for the Food Services, Laundry / Environmental and Housekeeping operations
- Create and manage the implementation plan for best practices and accreditation standards

#### 5. **Quality Control**

- Ensure that the quality of food being served to Grace Village residents and the level of food-related services (e.g. dining room services) meet or exceed established standards.
- Oversee the preparation of balanced nutritious 5-week rolling menu schedules.
- Ensure that established Housekeeping standards and specific Resident Care Service Level Agreement requirements for facility cleanliness are met daily.
- Ensure that established Laundry / Environmental quality and procedure standards and schedules are met or exceeded, as well as Laundry Service Level Agreement requirements as defined by the Resident Care team.
- Update / enhance Support Services operational and quality control guidelines as needed, working with the Grace Village Quality Manager.
- Support the Executive Director in establishing Support Services-related vendor service level requirements, and in ongoing review of vendor quality and performance. Identify potential alternative vendors as needed and support the Executive Director in negotiating vendor agreements that support Grace Village requirements and standards.

### **Qualifications**

#### **Education and experience**

- Bachelors degree in Business Administration or five (5) years recent related experience or an equivalent combination of education, training and experience.
- Work experience in a professional, high-functioning team support environment

### **Skills and Abilities**

- Leadership skills: demonstrate emotional maturity and ability to motivate Support Services staff to meet both residents' and other Grace Village team requirements, residents' rights and Grace Village organizational goals
- Teamwork / Collaboration and Communication skills: demonstrate the ability to establish professional work relationships with others including support staff, other departments, residents and their families while working towards shared goals and desired outcomes
- Problem Solving skills: applies problem solving processes, demonstrating critical thinking and timely and appropriate decision making
- Financial skills: Ability to read budget documents, and interpret and maintain budget accountability to the Executive Director; the ability to proactively anticipate and minimize negative budget variances and deficits
- Communication skills: Strong oral and written communication skills in English and in French; Computer proficiency (MS Office Suite and Outlook)

### **Characteristics**

- Results oriented and Resident-focused: ability to apply continuous quality improvement tools and processes within a dynamic environment, leading to improved processes and support service delivery to the residents.
- Learning oriented: demonstrated ability to seek out and utilize opportunities to maintain competency and continued learning, both in oneself and in Support Services staff.
- Values of Respect, Integrity, Compassion, Patience and Commitment to Excellence, Adaptability, and Initiative

### **Other requirements**

Qualified applicants must be committed to the values of Grace Village and agree with the Grace Village Code of Ethics.