



MANAGER OF SUPPORT SERVICES

<u>Posting:</u>	001N23
<u>Job Title:</u>	Manager of Support Services
<u>Status:</u>	Regular Full Time
<u>Effective Date:</u>	TBD
<u>Salary:</u>	\$85,000 - \$92,000 Annually

SUMMARY OF ROLE RESPONSIBILITIES

Providence Living is a newly created non-profit Catholic-sponsored health care organization focused on long-term care, assisted living, housing, and other community services to support seniors and their family members. We are committed to re-imagining the experience of seniors, especially those living with dementia, and to creating communities and fostering a culture where seniors are empowered to make decisions that affect their quality of life.

Within the context of a person-centred model of care and, in accordance with the mission, vision, values, and strategic directions of Providence Living, a Catholic-sponsored, faith-based, health care organization focused on long-term care, assisted living, housing and other community services to support seniors, their family members, and caregivers, Director of Care, promotes a safe, respectful, and civil environment for our seniors, their families, visitors, and for staff.

Reporting to the Director of Site Operations, the Manager of Support Services is responsible for the organization and management of a variety of general service departments which support the goals, objectives and mission at Providence Living Society. This position is accountable for the development, organization and management of the Dietary, Housekeeping, Laundry, Plant Operation and Maintenance, Material Management and for ensuring that purchasing practices comply with government legislation, Providence Living Policies and recognized purchasing standards. In addition, the Manager of Support Services is responsible for the departmental budgets, policies and procedures for each area under their control.

SPECIFIC ACCOUNTABILITIES

1. Plans, organizes, controls, hires and disciplines staff in the departments under their authority.
2. Develops, implements and evaluates departmental goals, objectives, policies and procedures.
3. Directs the Dietary, Housekeeping, Laundry, Plant Operation and Maintenance and Materials Management departments in a manner which provides for efficient operation including the selection, directing, supervising and evaluating of subordinates staff to ensure effective performance of duties.
4. Developing and implementing operational methods and systems in the departments to ensure efficient and cost-effective use of resources within budgetary allowances.
5. Oversees departmental staffing and supply purchases in accordance with approved operating budgets.
6. Responsible for the recruitment, orientation, safety, discipline procedure and evaluation of all staff in their departments.
7. Completes employee evaluations and performance appraisals on an on-going basis.

8. Develops and motivates employees for optimum performance.
9. Manages the delivery of all resident and non-resident food services.
10. Establishes and maintains departmental occupational health and safety plans.
11. Initiate, implement and maintain a departmental quality management program; regular monitor quality of service provided and reports same to the Administrator.
12. Ensures Incident Reporting is utilized by staff and reports of all incidents referred and followed up.
13. Participates as a member of the management team.
14. Coordinate the arrangements for product and service evaluations.
15. Conduct all price quotation, tendering activities and supplier contracts in accordance with policies. (This may be achieved within the context of a group purchasing organization, presently Complete Purchasing).
16. Manage and expedite purchases for inventory replacement and non-stock items requested by departments.
17. Manage of inventory for receiving, storage, distribution and shipping of goods.
18. Arrange for the correction of deficiencies and short shipments, and for the release of invoices for payment.
19. Responsible to ensure that the "received and Price" boxes are initialed on the invoices for cheque preparation.
20. Meets with supply representatives.
21. Works with other managers to ensure to procure supplies that meet specifications at a competitive price.
22. Ensures the implementation and operation of an effective maintenance program which includes the building and grounds, building equipment and fixed non-clinical equipment. Maintenance activities will include regular, preventive and extraordinary maintenance.
23. Ensures the development and direction of a Fire Safety and awareness. This includes regular fire drills and code compliance.
24. Ensures the development of an energy savings "green" plan.
25. Promotes staff development through departmental education initiatives.
26. Provides capital cost estimates and feasibility information.
27. Develops major and minor capital project specifications, scope and design.
28. Ensures liaison with consultants, contractors etc. on projects when required.
29. May tender, award and hire contractors to ensure capital projects are completed in a timely manner with a minimum of disruption and within budget approved.
30. Participate in Board and other administrative level Committees.
31. Performs other administrative functions and duties, such as;
 - a. Rotating on administrative call for evenings, nights, week-ends and statutory holidays.
 - b. Prepares periodic reports.
 - c. Promotes good public relations
32. Performs other related duties as required.

Education:

- Food Service Manager Certificate
- Member of or eligible for membership in Canadian Society of Nutrition Management
- A level of education and experience equivalent to a college degree in hospital administration, manager of Housekeeping, Laundry, & Materials management or related field.
- WHMIS training

Experience

Minimum five (5) years recent related experience including the supervision of staff, preferably in the health care field.

Competencies and Skills

- Budgeting and financial administration skills to ensure that services are provided within operating budget allocations
- Communication skills, both oral and written, to maintain optimum working relationships with all staff, managers, medical staff, vendors and the public.

- Ability to organize and plan work.
- Demonstrated ability to understand financial statements and budget preparation and control
- Understanding of Facilities Management and Preventative Maintenance Programs

Please submit your cover letter and resume to hr@providenceliving.ca. Cover letters should express interest and highlight additional information relevant to this contract position and resumes should include a tailored summary of skills and experience related to the successful fulfilment of the requirements of this contract. Where possible, links to show completed projects would be appreciated.

Thank you.

Human Resource Services

DATE: January 13, 2023