



## **Operations Manager**

**REPORTS TO: CHIEF EXECUTIVE OFFICER (PRESIDENT)**

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### **Organization Background**

**Advent Health Care Corporation** is a not-for-profit, registered charity providing health care services since the 1950's. We provide quality care and services to seniors through our two senior homes, Forestview Retirement Residence, an independent and assisted living retirement home and Valleyview Residence, a long-term care home. Both homes are located on our campus at 555 Finch Avenue West in North York, Ontario. Advent Health Care Corporation is founded on Seventh-day Adventist traditions and guided by Christian principles to carry out our Mission, realize our Vision and live our Values.

#### **Mission:**

To provide a vibrant community that enriches the lives of seniors.

#### **Vision:**

Our comfortable facilities, caring employees, innovative programs and comprehensive services make us the community of choice for seniors in Toronto and the GTA.

#### **Values:**

- Act with integrity at all times
- Ensure accountability in our operations
- Respect everyone
- Maintain excellence and quality
- Foster an innovative and team-focused work environment
- Engage with our local community

### **Position Summary: Operations Manager**

Reporting to the Chief Executive Officer (President), the Operations Manager is responsible for the general operations and administrative functions supporting the Advent Health Campus, including operations management, process improvement, compliance and strategic planning, and development in a manner consistent and reflective of the organization's Mission, Vision and Values.

**Essential Duties and Responsibilities:**

- Provide key support with regard to the interpretation of the all the relevant government laws and regulations that govern the operations of Advent Health, including the Long-Term Care Homes Act, 2007, and the Retirement Homes Act, 2010;
- Plan, budget, oversee and document all aspects of specific campus related projects and work closely with the Senior Leadership Team and our approved service providers to ensure the scope and direction of each project is delivered on schedule;
- Monitor performance of facilities and evaluate their compliance with industry standards;
- Monitor and support senior management on daily routine operational matters as they pertain to the Occupational Health and Safety Act, Ontario Landlord Tenant Act, Employment Standards, and other regulations;
- Identify, review, recommend and manage services, systems, processes and technology to improve organizational operational efficiency and effectiveness.

**Major Responsibilities:**

The Operations Manager is evaluated on 4 primary performance categories:

- Operational Oversight
- Financial Management
- People
- Community Engagement & Key Stakeholders

Each category is weighted to recognize and reflect the priorities of the Corporation during the period under review.

**1. Operational Oversight and Support (70%)****Advent Health Care Campus**

- Manage campus development activities through a disciplined project management approach of key activities including: discussions with architects, contractors, consultants, municipal and provincial authorities and regulators and others during the preparation, implementation, monitoring and evaluation of various projects;
- Ensure the campus has functioning, measurable and meaningful quality improvement and risk management programs;
- Liaise with relevant technology partners including IT infrastructure, telecommunication providers, etc. to ensure all technology and communication systems are functioning smoothly;

- Responsible for overseeing the Request for Proposal processes, as well as campus contracted parking, insurance, snow removal, landscaping and general upkeep;
- Represent Advent Health on various external committees, task forces or events as required;
- Support the President on any Board related reporting requirements;
- Provide updates and support the functioning of the Advent Health Care Board's Quality Improvement and Risk Management Committee.

### **Valleyview Residence and Forestview Retirement Residence Operations Support**

- Chair the Quality Improvement meetings at each home and monitor/report on QI initiatives, inspections and complaints;
- Participate with the leadership of each home in the coordination and implementation of risk management assessments and risk mitigation activities for the home;
- Ensure compliance with relevant regulations and all mandatory government and third-party reporting/documentation requirements and processes in a timely and accurate manner;
- Lead in the development, review, revision and management of policies and procedures;
- Provide on-going operational expertise for various assigned projects and initiatives supporting the Valleyview Residence in consultation with the home leadership.

### **2. Financial Management (10%)**

- Conduct monthly financial monitoring and analysis of the operations of each home and the organization as a whole;
- Lead in the financial forecasting and budgeting approval and monitoring processes.

### **3. People (10%)**

- Provide support to the Leadership Team on all regulatory processes governing employment standards and people related matters;
- Oversee the creation and upkeep of the employee handbook;
- Lead in the development, review, revision of Corporate policies and procedures;
- Provide training and guidance to personnel on systems and procedures.

#### **4. Community Engagement & Key Stakeholders (10%)**

- Coordinate and participate in public relations and information activities, including events;
- Maintain Advent Health's website content to ensure appropriate and professional representation of the organization to complement its development efforts;
- Participate in all government reporting / documentation processes;
- Develop strong working relationships with all external service providers, government and regulatory officials including community groups to enhance the Advent Health brand.

#### **Qualifications:**

You will possess demonstrated skills, experience and knowledge in the following areas:

- At least 5 years of operations or management experience in complex service environments, preferably seniors care, health care or social services;
- Advanced degree in business, health care management, social services or related field; Master's Degree an asset;
- Certified Project Manager, with post-secondary studies in sector related fields;
- Good understanding of business process and key objectives in the sector;
- Effective in research, presentation and policy development;
- Knowledgeable of the relevant and Ontario specific long-term care and retirement sectors' regulations and requirements;
- Strong communicator and familiar with public relation initiatives, social media, marketing and community engagement.
- Computer proficiency in a variety of application (MS Office, etc)
- Ability to work flexible hours

**DATE PREPARED:** January 2023      **APPROVED BY:** Todd Bruce

**SUPERSEDES:** NIL      **TITLE:** President, Advent Health Care