

Job Description

Creekstone Care Centre is a long term care home that has been purpose-built for aging care needs. It will become home for 180 residents, scheduled for opening in Spring 2021. It is located in North Vancouver on Oxford Street near the Second Narrows Bridge. Creekstone is part of the Trellis family of homes located in Kamloops, Richmond and North Vancouver. The Trellis vision is to create joy in life and aging...by caring, connecting and celebrating. **We are excited to announce that we are seeking a General Manager to lead Creekstone Care Centre, joining our team in February 2021.**

Reporting to the President, the General Manager (GM) is responsible for the overall delivery of the Trellis vision to *create joy in life and aging...by caring, connecting and celebrating* and the mission of *exceptional care & service*. The GM leads and manages all Resident care and services within the home in a safe and sustainable manner, either directly or through contracted service providers, and in alignment with our five cultural pillars: Person and Family-Centred Care, Safety as a Priority, Quality and Innovation, A Great Place to Work, and Sustainability.

Person and Family-Centred Care and Services

- Promote a culture of Person and Family-Centred Care (PFCC) at all times through timely two-way communication that seeks to engage the Resident and Family/representative in their care. Ensures that all services are planned, implemented and evaluated to meet Resident preferences, needs & interests and promote quality of life.
- Ensure that resources are in place to meet care and service delivery expectations (i.e. trained staff, equipment, supplies, technology, etc.) within an environment that is safe and home-like.

Safety as a Priority

- Monitor and ensure compliance with all applicable legislation and standards set by the Ministry of Health, the Health Authority, Community Care Licensing, Community Care and Assisted Living Act and Regulations, Accreditation Canada, WorkSafeBC and other bodies including the BC Resident Bill of Rights.
- Actively support compliance with all health and safety standards and regulations such as infection prevention & control (IPC), medication administration and workplace safety.

Quality & Innovation

- Leads the site towards exemplary quality certification (with Accreditation Canada or equivalent) and actively promotes the Company's quality program.
- Actively participates in and influences the Company strategic planning process while assessing the impact on the home. Implements strategic directions through operating plans.

A Great Place to Work

- Establish the overall care home culture by role modelling the Trellis values and proudly promoting the home as a great place to work and live.
- Ensure human resources best practices are utilized to maximize the ability to attract and retain excellent employees and that the home is in compliance with Human Resource management policies and procedures, Collective Agreements, and federal/provincial legislation and regulations.
- Ensure sufficient staffing to achieve Direct Care and Total Care required levels per the Health Authority contract terms, while working within financial targets and resource constraints.

Sustainability

- Manage ongoing operations to meet budgets and ensures proactive communication of variances. Participate in and contribute to the annual operating and capital budget process.
- Ensure compliance with financial policies and procedures and assists, as needed, with financial audits and reporting. Support financial review of service contracts (elevator, copier, etc.).
- Identify, evaluate, respond and report on risk areas and areas of potential liability.
- Reports regularly to the President on performance indicators and results including a comprehensive Quarterly Report, Annual Report and any related action plan(s).

How you will know you are successful as General Manager:

Key indicators of performance include but are not limited to:

- Strong satisfaction survey results from all stakeholders including Residents, Families, Team members, Volunteers and Service Partners;
- Achievement of Quality Indicator Data and Performance Measures including:
- Exemplary standing with Accreditation Canada (or equivalent),
- Compliance with service levels per the Health Authority contract; and
- Low risk rating by each of Licensing and Worksafe BC; and
- Ongoing evidence of continuous quality improvements (QIPs) and innovation (research).

As the ideal candidate:

- You have completed an undergraduate degree in health administration, health sciences or a related field;
- You have 5-10 years' experience in health care sector, ideally seniors' care and services including a minimum of 5 years' progressive leadership experience with exposure to finance, operations, human resources, labour relations, and marketing.
- You demonstrate a high level of professionalism, both in appearance and through work habits and actions;
- You have strong interpersonal and communications skills, allowing you to effectively interact with the various individuals involved in providing holistic care in a flexible Resident-focused environment;
- You have exceptional public relations skills to successfully build and foster strong community relationships;
- You have good judgement, able to make sound decisions in a timely manner; and
- You have proven strong planning, organizational and time management skills with a proven ability to effectively prioritize multiple tasks.

Why you should become a part of the Trellis family:

- We offer meaningful ways to make a difference in your life and to the lives of others;
- We are passionate about our values and we live them daily: Teamwork, Passion for Learning and Growth, Positive Outlook, Flexibility, and Accountability;
- We are a small yet growing organization, allowing us to be nimble and innovative;
- We offer competitive compensation commensurate with experience;
- We regularly seek feedback and input from our employees, acting on ideas and suggestions; and
- Our workplace is highly engaged, respectful, and team oriented.

Application deadline: 2021-01-22

Expected start date: 2021-02-15

Job Types: Full-time, Permanent

Salary: From \$100,000.00 per year