

Executive Director of Business Operations

Generations, Multi-Generational Housing and Community Centre (MGH) is a supportive living and long-term care center for 120 seniors, that also includes independent living units for seniors, an early childhood development center, and a proposed adult day program, located in Calgary, AB.

We are looking for an Executive Director of Business Operations to oversee the non-clinical operations at Generations Calgary enabling the Executive Director of Care to achieve optimal resident experience. As a newer organization that is at the forefront of trends in healthy and active aging, this is an exciting opportunity to become part of the senior leadership team. Come join us and make a difference in the community!

Position Summary

Reporting to the MGH Board, the Executive Director of Business Operations is responsible for the execution of the strategy and business operations of Generations, providing leadership and strategic direction alongside the Executive Director of Care and managing the middle and back office functions for the campus. The Executive Director of Business Operations is responsible for managing business operations for the overall campus including the independent seniors living residence, and the establishment and management of revenue generating programs including the Early Childhood Development (ECD) Centre planning to open in spring of 2021, the Bistro, Multi-Purpose Hall and hair salon. The role includes financial stewardship, fund development, volunteer engagement and deployment, and management of support services including procurement and contract management, facilities management, marketing and communications, IT, payroll and Finance. The Executive Director of Business Operations is responsible for establishing positive relationships with internal and external stakeholders including the Board of Directors, contractors, agencies, regulatory bodies, educational institutions and organizations associated with senior living.

Roles and Responsibilities

- Lead the business operations and support services to enable effective delivery of services aligned with Generations mission, vision and values
- Support transition of Generations from a third-party operator to being independently operated and to becoming a Centre of Excellence for multi-generational care
- Participate in the planning and development of the residential family housing component on the campus
- Assist with managing revenue-generating programs including the ECD, Bistro, Multi-Purpose Hall, and hair salon
- Build and manage effective stakeholder and partner relationships with external agencies, contractors, team members, regulatory bodies, and community organizations to deliver a sustainable community-based model
- Provide input into strategic initiatives, planning, and organization wide service delivery policies and standards
- Manage the execution of Generations Strategy, capital and operational budgets in conjunction with the Executive Director of Care and Generations Board, while analyzing and monitoring risks and justifying variances.



- Responsible for negotiating and executing contracts, including supplier relationships, creating contracts, and managing them throughout their term
- Develop and manage a Fund Development program and Donation policy
- Identify, evaluate and monitor risks related to non-clinical or business areas and maintain ongoing evaluation of physical environment to ensure standards are met
- Enhance the current volunteer engagement, training and deployment model in conjunction with the Executive Director of Care
- Work closely with and support the volunteer Management Operations Committee
- Keep the Generations Board of Directors promptly and fully informed of all problems or unusual matters of significance and take prompt corrective action where necessary
- Perform all duties and responsibilities in a timely and effective manner in accordance with company policies to achieve the overall objective of the position
- Perform other related duties as necessary

Skills and Abilities

- Strong financial background and business acumen
- Demonstrated leadership in operations management
- Ability to work in a collaborative and team environment
- Exceptional communication and interpersonal skills
- Critical thinking, problem solving skills and ability to manage deadlines
- Knowledge of Supportive Living and Long-Term Care Accommodation Standards
- Familiar with OH&S legislation
- Knowledge of trends and developments in retirement care
- General knowledge of building maintenance systems
- Ability to supervise staff, organize and schedule work functions and motivate teams
- Demonstrated ability to handle sensitive information and material and use discretion as required

Qualifications

Education

- Undergraduate or graduate degree in business or related field

Experience

- Minimum 5 years of experience of relevant experience in seniors housing industry or healthcare
- Minimum of 7 years in a leadership / management role
- Knowledge and understanding of budget and fund management, contract management
- Preferably have a strong knowledge of the health care system, health care management and community care
- Equivalent combinations of experience and education may be considered



Benefits:

- Dental and Extended Health
- Group Benefits including RRSP
- On-site free parking
- Subsidized Daycare

Job Type: Full-time, Permanent

Salary: Commensurate with Experience

Please submit your resume by January 15, 2021 to: generations.calgary@iicanada.net

Note: Only candidates progressing to the interview phase will be contacted. Thank you in advance for your interest.