**Job Description: Senior Manager/Executive Director**

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1. **PURPOSE/OBJECTIVE**

This position ensures that the Organization’s Mission, Vision and Values are exemplified including objectives and annual goals though active leadership.

**2.0 JOB SUMMARY:**

The **Senior Manager/Executive Director** is responsible for overseeing the ongoing operations of Organization’s Name in accordance with the Organization’s mission, vision and values. The Senior Manager/Executive Director will work closely with stakeholders (including [patient/client/resident], families, AHS, Alberta Government [organization to add applicable stakeholders] etc.) and various healthcare teams spanning the continuum of care in [home/community/health care facilities] to provide the highest standards in person-centered care. The Senior Manager/Executive Director is responsible for recruiting and developing team members to create an effective team to deliver high-quality person-centered care and ensure a safe quality focused environment.

**3.0 FUNCTION:**

Lead and streamline organizational operations to deliver safe, quality [patient/client/resident] person-centered care while reflecting the shared vision and values of Organization’s Name in accordance with legislation/regulations/applicable standards.

**4.0 EDUCATION/MINIMUM REQUIRMENTS:**

**[Organization to list the qualifications or minimum requirement as required for you organization and/or** **minimum timeframes if required such as:]**

* Baccalaureate Degree in Business or related field
* Leadership and management experience within the continuing care sector an asset.
* Human Resource Management, Financial Management, and Project Management.

**5.0 SKILLS/KNOWLEDGE:**

**List the skills and knowledge as required for your organization such as:**

* Experience working with seniors in the community health services setting.
* Knowledge and commitment to person-centered care.
* Strong organizational and time management skills.
* Strong communication skills; verbal and written.
* Experience in conflict management and resolution.
* Strong interpersonal and client focused skills.
* Critical thinking, problem-solving and decision-making skills.
* Success creating, implementing and meeting financial goals, sales goals and revenue growth.
* Ability to develop and execute evidence bases plans with quality improvement and person-centered practices.
* Success in developing a culture of safety and continuous improvement.
* Ability to develop and maintain collaborative relationships and partnerships with stakeholders and clients.
* Building and sustaining staff competencies and involvement.

**6.0 PHYSICAL REQUIREMENTS**

* Ability to meet the physical requirements including:
  + Lifting up to maximum 25 lbs
  + Carrying/transporting objects up to maximum 25 lbs
  + Bending, crouching, kneeling, reaching, stretching
  + Pushing and pulling up to maximum 50 lbs
  + Standing and sitting for prolonged period of time
  + Frequent walking covering long distances

**7.0. DUTIES AND RESPONSIBILITIES:**

**List the duties and responsibilities required for your organization in this role such as:**

* Support and guide the corporate vision as defined by board.
* Communicate effectively with board and in a timely manner.
* Mobilize management team to achieve goals and objectives.
* Create business plan and establish business goals, report on revenue and expenses, and oversee financial accounts.
* Participate and develop annual operating budget and review financial statements; take action on variances to bring expenditures in line with budget.
* Manage budgets and monitor long-term strategic fiscal plans including sufficient resources and/or equipment are available through budget preparation, maintenance and the hiring of appropriate and adequate staffing levels.
* Developing sources of revenue to support business plan.
* Maintain an organized system of records management, which includes the components of collection, access, storage, retention and destruction of records, financial, and trust accounts.
* Review and approve contracts and/or agreements for services on behalf of the organization.
* Develop and implement strategies regarding labour, growth, control, and quality.
* Overseeing the recruitment, employee and labour relations, payroll and benefits, orientation, occupational and non-occupational injury/illness, performance management, training, education and other people related functions within the organization.
* Implement complete quality and risk management program(s) that aligns with corporate strategic plan.
* Ensure compliance with all relative legislation including but not limited to regulations, policies, and procedures, directives, and agreements.
* Direct and/or lead, all aspects of audits, compliance reviews and Quality Insurance Program.
* Develop, establish, and manage standards, policies and procedures.
* Ensure educational resources are available to plan and implement orientation program, in-service, and continuing education as determined by team members learning needs and goals.
* Acts in a leadership capacity to ensure all employee foster positive customer service with [patients/clients/residents] and stakeholders in their day to day work.
* Plan, coordinate, direct, and monitor the effectiveness of all operational activities.
* Engage with community partnerships, other health care providers and community agencies involved in [patient/resident/client] care.
* Develop and ensure all promotional material meet corporate standards to promote a positive experience.
* Facilitate [patient/client/resident], families/caregivers/community health services meetings in order to discuss concerns/complaints and suggestions.
* Participate in special events.
* Respects and promotes [patient/client/resident] rights and responsibilities.
* Instituting, monitoring and reporting on financial resources, human resources, outcomes, and satisfaction indicators experience
* Complete other duties as assigned.

**8.0. SAFETY RESPONSIBILITES**:

**List the safety responsibilities required for your organization in this role such as:**

* Ensure and monitor the compliance with Organization’s Name Health and Safety policies and procedures, safe work practices and requirements of the Alberta Occupational Health and Safety Legislation.
* Take reasonable care to work safely and carry out duties as to not cause accidental injury to themselves, fellow employees or the general public.
* Assess the effectiveness of the Occupational Health and Safety Management System together with [list the people or groups that would be part of this review].
* Include Occupational Health and Safety activities in the business plan of Organization’s Name.
* Provide adequate resources and training to implement, maintain and improve organization’s Occupational Health and Safety program
* Ensure all roles and responsibilities are defined, delegate authority and establish accountability for Occupational Health and Safety responsibilities.
* Consult and have employees participate in the development and maintenance of organization’s Occupational Health and Safety Program.
* Communicate all health and safety information including, but not limited to, policies, procedures, standards, hazards, hazard control and safe work practices.
* Provide and oversee the implementation of adequate training and competent of supervisors.
* Establish and maintain written health and safety policies and procedures.
* Establish, maintain and review systems for injury management.
* Develop, maintain and oversee the implementation of emergency response plans.
* Awareness of role and participating in any emergency response and/or drills.
* Ensure the proper use of all personal safety equipment (PPE) as appropriate.
* Meets infection prevention and control requirements by developing and adhering to infection control guidelines and practices and procedures and additional precautions when required.
* Handle and dispose of hazardous materials according to WHMIS and organizational policies and guidelines.
* Use equipment and supplies according to established standards and procedures
* Consult and cooperates with the [health and safety committee or health and safety representative; choose what your organization has]
* Ensure that concerns regarding health and safety are addressed in a timely manner.
* Refrain from or participate in workplace harassment and/or violence as well as ensure that no workers under their supervision are subjected to or participate in harassment or violence at the work site.

**9.0** **OCCPATIONAL JOB HAZARDS**

**List the occupational job hazards (ensure that high hazards are included) for this role, such as:**

* Working with [patients/residents/clients] and may result in exposure to bacteria, virus, and/or bodily fluid increasing risk of acquiring illness and/or infection.
* Regular standing, walking for lengths of time or computer work can increase forces on muscles and tendons contributing to fatigue or musculoskeletal strain.
* Exposure to chemicals and airborne particles, which could result in skin reactions or respiratory illness.
* Exposure to electrical equipment, cords and outlets increase risk of exposure to burns and electrical shock.
* Floor contamination such as spillages of water and/or chemicals can result in slips.
* Obstructions in the walkways including debris, cords, and bins can result in trips.
* Working in the community with [patients/residents/clients] may result in exposure to workplace violence.

**10.0 INTERNAL TRAINING REQUIRED:**

**The following training will be required and provided to any potential employee as part of orientation and on-going training.**

**[List any additional training that your organization would be providing as a requirement for the position] Examples could include the following:**

* General Orientation
* WHIMIS
* [Organization’s Name] Executive Management orientation program; including # of supervised shifts
* Site Specific training
* Organizational Leadership program