
POSITION JOB DESCRIPTION: DIRECTOR, Administration and Hospitality Services

REPORTS TO: Board of Directors, Oak Bay Kiwanis Health Care Society

Position Overview:

This position along with the Director, Resident Services reports directly to the Board of Directors through the Board Chair. The Directors work in collaboration and support of each other to achieve the best outcomes for the Kiwanis Pavilion.

This position is responsible for the provision of Operational Support for the organization, which includes financial, human resources, clerical support, food services, housekeeping, laundry, building maintenance, and contracts. This is a management, leadership position, which includes but is not limited to, the following duties:

- Attends monthly Board meetings and represents the interests of the portfolio;
- Presents monthly executive reports to the Board;
- Keeps Board apprised of risk management issues, emerging trends, strategic directions and achievements of excellence within Departments or from individuals.
- Develops department budgets, setting priorities, developing policies, procedures, protocols, and initiatives for approval of the Board;
- Ensures the organization functions within legislative and funding accountabilities;
- Collaborates in the setting of departmental goals and objectives;
- Provides leadership to all support staff of the organization;
- Explores options and alternate methods of service delivery to ensure best value for money;
- Oversees contracts and tenders for expiring or new contracts;
- Participates on committees internally and externally;
- Ensures superior accounting practices for accounts payable, accounts receivable, payroll and benefit administration and resident trust; supervises all accounting procedures;
- Oversees the work of the Certified General Accountant (part-time contract) and jointly implements new reports, procedures, systems and accountabilities;
- Presents monthly financial reports to the Finance Committee including variance reports with explanations. Note: the Director of Resident Services holds financial accountability for the care components of the organization and in collaboration with this position ensures budget targets are met;
- Meets with auditors on an annual basis to provide explanations on accounts and practices. Note, the auditor presents the audited financial statements to the Board at their AGM;
- Assists the Director of Resident Services, their supervisors and own with personnel matters affected by labour/management negotiations and agreements;
- Meets with union representatives as required;
- Manages the grievance procedure and resolves issues and grievances accordingly;
- Oversees the activities of the clerical positions engaged in the provision of human resources support including staff scheduling, payroll, benefits administration, recordkeeping, recruitment and retention, administration of collective agreements, developing organization charts, job descriptions, job postings, conducting reference checks, ensuring compliance with criminal records requirements, compliance with WCB, WHIMS and maintaining confidential employee records;

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- Establishes policies, protocols and systems related to HR functions and ensures there is consistency in application throughout the organization.
 - Determines the best method and value for money to provide contracted services, such as;
 - a. Communication and IT services;
 - b. Expert Financial services (CGA);
 - c. Building contracts such as refuse removal, elevator contract, gardening;
 - d. Specialized therapy or care services (jointly managed by Director of Resident Care);
 - e. Insurance – building and liability;
 - f. Capital improvements/construction;
 - Maintains the definitive administrative copies of manuals, policies, certificates, guarantees, files and records in a safe and secure manner;
 - Provides administrative support for reception, general inquiries, forms control, record keeping, office equipment, communications (equipment and control);
 - Brings issues to the Director, Resident Services for information or discussion;
 - Ensures all internal and external reporting requirements are met;
 - Ensures infection control standards of cleanliness and timeliness of housekeeping and laundry tasks;
 - Conducts audits of resident rooms and common areas to ensure standards are being met;
 - Develops checklists and other tools to assist employees in undertaking their responsibilities;
 - Ensures the building, grounds and equipment are in a good and safe state of repair;
 - Ensures food services work in collaboration with the Dietitian and follows the required guidelines for nutrition and variety to meet licensing and other standards;
 - Ensures there is an active Occupational Health and Safety Committee – assigns representative;
 - Ensures the security systems in place are functioning well and addresses any breaches;
 - Develops the short and long term capital plans (input from all Departments);
 - Manages, provides administration, and maintains inventory control of all fixed assets as well as fixtures, furnishings and equipment in collaboration with the Director of Resident Services and the accountant including deposition of items as required; and,
 - Key lead and responsible person on Health, Safety and Security protocols on the property (includes lands and buildings as well as functions and persons working, visiting, volunteering and residing there).

KNOWLEDGE, SKILLS AND ABILITIES:

- Possess strong communication skills –both written and verbal;
 - Ability to provide positive leadership to a large and diverse team;
 - Must be able to delegate appropriately;
 - Ability to work both independently and collaboratively – teamwork is essential;
 - Ability to multi-task and set priorities in a busy environment;
 - Must have analytical and problem solving skills;
 - Extensive knowledge of and able to properly use computers, programs and software to meet organizational needs;
 - Ability to work successfully with legislation and collective agreements;
 - Must be able to understand financial reporting systems, budget development and how to achieve a balanced budget with consistency and accuracy;
 - Must understand the principles of General Accepted Accounting Principles (GAAP);
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- Possess other strong accounting and /or financial knowledge and skills consistent with the organizational needs;
- Ability to operate scanners, photocopiers, and other electronic and electrical machines consistent with the needs of the position;
- Must be comfortable with leadership roles/responsibilities and able to provide direction, training and set out goals and objectives as well hold staff accountable to meet requirements, and to reach positive outcomes for the organization;
- To have and employ a comprehensive knowledge of Human Resource programs and services (skills and abilities) including managing union contracts;
- Able to support the Director Resident Services functions upon the Director's absence;

QUALIFICATIONS:

- Certificate/degree in business management/administration or equivalency of education and experience to a level satisfactory to the Organizations Board – which is completely at their discretion;
- 3 years experience in senior level positions within a similar type of Organization;
- Post Secondary completion of basic accounting or financial courses;
- Experience with Human Resources and Labour Relations;
- Criminal record check required; and results that are satisfactory to the Organization;
- Valid BC Drivers License; and,
- Ideally the incumbent has previous experience working in long term supportive care services.

Note: This is a Management position –the Director must be flexible in work schedule and hours worked.

Note: Incumbent must adhere to policies, protocols, standards and guidelines including compliance with the immunization program and workplace health requirements.