



## **General Manager**

**Reports to: Gardens Retirement Developments Inc.**

### **Job Summary:**

The General Manager is responsible for all day-to-day operations of the residence in close communication with Gardens Retirement Developments Inc.

### **Qualifications:**

- Training as a Retirement Home Administrator and/or completion of a Management training course preferred
- Background in health care, activation, hospitality and/or customer service
- Must possess excellent supervisory, leadership and communication skills
- Demonstration of maturity and responsibility
- Supervisory or Managerial experience an asset

### **Experience:**

Minimum of two years experience managing a retirement community or other health care facility preferred.

### **Responsibilities:**

1. Administer, co-ordinate and direct all activities of the facility, including the management of human, physical and financial resources.

2. Ensure the provision of high quality care for residents and resident and family satisfaction.
3. Marketing, promoting and providing tours of the residence to maintain occupancy targets.
4. Work with Residents and families to complete the tenancy process and necessary paperwork.
5. Maintain confidentiality of all financial, personnel and resident data.
6. Be knowledgeable of and practice facility's fire and safety programs.
7. Manage facility in accordance with legislative and regulatory requirements.
8. Develop, implement and update policies and procedures for all departments of the facility to ensure high level of care for residents and an effective and satisfying operating environment for employees.
9. Provide leadership and motivation to the staff for the achievement of the facility's objectives.
10. May develop long range plans for the facility in conjunction with the needs of the residents, the needs of the staff, the area in which the facility is located and health care planning agencies.
11. Negotiate and enter into contracts required for ordinary operations of business.
12. Liaise and consult with inspectors and professionals in relation to the operation of the facility.
13. Nurture positive community relationships with health care agencies, service providers, businesses and other community partners to promote the home as part of the local health care community.

**Staff Supervision:**

1. Be knowledgeable of job responsibilities and descriptions of all staff.
2. Provide supervision and direction for all management staff.
3. Assess and monitor staffing needs.
4. Select, hire and as necessary, discipline or terminate employees.

5. Conduct performance appraisals and evaluations of management staff.
6. Ensure that Registered Staff members are current in their registration with the College of Nurses of Ontario.
7. Ensure that all employees are properly trained in facility policies and procedures.
8. Monitor adherence to fire and safety procedures in the facility. Ensure continued participation of all staff in fire drills and safety measures.