



Office Manager

Reports to: General Manager

Qualifications:

- Empathy for and understanding of the needs of the elderly.
- Ability to relate to all levels of staff, the residents and their families with a high degree of patience, tolerance and confidentiality.
- Initiative, good judgement and leadership abilities. Supervisory capabilities.
- Good communication skills; both oral and written. Good public relation skills.
- Ability to assist in developing and implementing budgetary guidelines for all departments.
- Working knowledge of the following legislation:

The Employment Standards Act

Residential Tenancies Act

Labour Relations Act

Retirement Homes Act

- Familiar with ORCA Standards.
- Advanced knowledge of accounting software, preferably Quickbooks

Responsibilities:

1. Assist the General Manager with, co-ordinating and directing all activities of the facility, including the management of human, physical and financial resources.
2. Conduct tours and promote the facility to attract potential residents.
3. Maintain confidentiality of all financial, personnel and resident data.
4. Be knowledgeable of and practice facility's fire and safety programs
5. Assist the General Manager with managing the facility in accordance with legislative requirements.
6. Assist with developing, implementing and updating policies and procedures for all departments of the facility to ensure a high level of care for residents and an effective and satisfying operating environment for employees.
7. Assist in providing leadership and motivation to the staff for the achievement of the facility's objectives.
8. Assist in developing long range plans for the facility in conjunction with the needs of the residents, the needs of the staff, the local community and health care planning agencies.
9. Ensure maintenance of accurate records of residents, personnel, and the operations in order to provide regular reports to the General Manager on the activities, needs and problems of the facility.
10. Complete month-end accounting reports and submit to General Manager.
11. Represent the General Manager at meetings when required.
12. Assist in negotiating and entering into contracts required for ordinary operations of business when required.
13. Liaise and consult with inspectors and professionals in relation to the operation of the facility when required.
14. Participate in, or be represented in, community and other health care, administrative and management areas to maintain, strengthen and broaden concepts, philosophies and abilities when required
15. Undertake all other responsibilities delegated by the General Manager.

16. Make entries into and maintain the books of record and perform bookkeeping duties including A/R, A/P, Payroll, Invoicing, Banking, etc.

Staff supervision:

1. Be knowledgeable of job responsibilities and descriptions of all staff.
2. Provide supervision and direction for staff in the absence of the General Manager.
3. Assist in assessing and monitoring staffing needs.
4. Assist in the selection, hiring and as necessary, termination of employees when required.
5. Conduct performance appraisals and evaluations of employees when required.
6. Ensure that Registered Staff members are current in their registration with the College of Nurses.
7. Prepare agenda for general staff meetings with input from personnel.
8. Monitor adherence to fire and safety procedures in the facility. Ensure continued participation of all staff in fire drills and safety measures.