



## **Assistant Manager, Support Services** (Full-Time)

Villa Cathay Care Home invites you to join us in making a difference!

Villa Cathay Care Home is committed to providing the highest quality, individualized and professional care to our seniors. By creating a safe, warm, and culturally focused Home, our elderly residents and their families find comfort, respect, and dignity. Our interdisciplinary team of professionals provides care with love and respect, honoring the dignity of seniors.

### **JOB SUMMARY**

Reporting to the Manager of Support Services and working closely with support services supervisors and team leads, the Assistant Manager is responsible for managing the day-to-day operations for dietary, laundry, housekeeping, and janitorial services in accordance with established protocols and policies. To achieve departmental goals and to continually improve performance, this role leads service delivery teams and champions a person-centred care culture across all support services functions at Villa Cathay Care Home (VCCH).

### **KEY RESPONSIBILITIES**

#### ***Environmental Services***

1. Monitors assigned areas to ensure all quality controls are met for every product and service for residents and ensures compliance with VCCH's standard operating policies, procedures, and all other operational requirements for providing food, janitorial, housekeeping and laundry services.
2. Participates in the development of operational plans for each service area consistent with VCCH's mission and strategic plan. Executes action plans in consultation with the Manager and other departmental team leads.
3. Completes required performance tracking reports and surveys accurately; analyzes and reports to the Manager as per established operating and quality standards.
4. Supervises the preparation and service of high-quality food using standardized operating procedures, industry standards, and as per related internal and external policies.
5. Procures, orders, and/or receives goods; arranges and coordinates preventive maintenance and repair tasks to ensure compliance with procedures and policies.

6. Maintains established inventory supply levels using methods that minimize spoilage, loss and waste.
7. Coaches and supervises all direct report staff. Recommends and/or participates in the hiring of staff according to established HR policies and procedures.
8. Orients new staff and provides in-service training for current staff to maintain work standards. Evaluates staff work performance & recommends strategies for improvements, as necessary.
9. Ensures resident satisfaction through surveys, meal rounds, and regular communication. Develops and maintains a strong knowledge of resident preferences and incorporates these preferences into service delivery.
10. Assists with the design of menus for daily service and for special functions, that are compliant with all related regulations, which fit the residents' nutritional and therapeutic needs, and that meet the resident's expectations and maintain VCCH's reputation.
11. Assists with the development / adjustment of standardized recipes to ensure consistent high quality production outcomes including food safety, quality, nutritional and texture requirements, quantity, portion sizes, and resident satisfaction.
12. Coordinates regular team meetings and participates in departmental meetings such as OH & S and others as required.
13. Assists with development of contingency plans to respond to emergencies and / or challenges resulting from interruptions in services.
14. Works with other departments to plan and coordinate delivery of special events/meals and programs as required.

Completes other duties related to the position as assigned.

## **QUALIFICATIONS**

### ***Education, Training and Experience***

- Graduation from a recognized program in Nutrition and Food Services Management.
- Eligibility for membership in the Canadian Society of Nutrition Management, certification preferred.
- Current certificate of Food safe I required; Food safe level II an asset.
- Two years recent experience in Support Services (Food Services, Housekeeping & Laundry) including supervisory experience (health care setting preferred).
- The ability to read and write Chinese an asset.

### ***Knowledge, Skills, Abilities and Attributes***

- High standards for customer service, food safety, physical space & environmental cleanliness.
- Solid understanding of food safe and infection control protocol.
- Ability to communicate effectively both verbally and in writing.

- Ability to supervise and coach.
- Ability to work as part of a team and to build high functioning teams.
- Ability to organize and prioritize work according to the organizational goals and objectives.
- Ability to resolve conflicts and maintain a harmonious work atmosphere.
- Ability to operate related equipment.
- Physical and psychological ability to perform the duties of the position.
- Able to work independently and collaboratively.
- Must be proficient in the Microsoft Office suite of products.

***Additional Information:***

- Able to demonstrate a clear criminal record to work with vulnerable adults.
- Ability to work remotely and outside normal business hours may be required.

**Salary**

\$63,000 - \$73,000/year

**How to Apply**

To apply or for any inquiries, please email us at: [hr@villacathay.ca](mailto:hr@villacathay.ca) and put “Assistant Manager, Support Services” in the email subject line.

*Successful applicants may be required to complete a Criminal Records Review Check.*

*As per the current Public Health Orders, all employees working in long term care are required to be fully vaccinated for COVID-19. Proof of vaccination status will be required. We appreciate and thank you all applications in advance for their interest, however, only those candidates selected for an interview will be contacted.*