

Administration Manager

(Permanent full-time – 1FTE)

Villa Cathay Care Home (VCCH) is a culturally focused non-profit senior care home in Vancouver's Strathcona neighborhood. Since 1978, we've provided high-quality care in a warm, community-focused environment. Guided by people-centered care principles, we strive to enhance the quality of life for our residents and their families. We are recruiting an Administration Manager to provide centralized leadership and oversight for administrative operations, ensuring effective systems, compliance readiness, and strong cross-departmental coordination in support of our residents, staff, and leadership team.

WHAT YOU'LL DO

Reporting to the Executive Director, the Administration Manager provides leadership and operational oversight for non-clinical administrative functions, including human resources coordination, scheduling administration, reception/front desk operations, records management, and administrative systems.

This role focuses on execution, coordination, and system effectiveness—supporting the Executive Director and senior leadership by ensuring strong administrative infrastructure and operational continuity.

Responsibilities include:

Administrative Leadership & Oversight

- Provide day-to-day leadership of administrative services, including reception, scheduling administration, and HR coordination
- Establish and standardize administrative processes and workflows to improve efficiency and compliance
- Ensure continuity of administrative operations, including cross-training and coverage planning
- Serve as a central coordination point for non-clinical administrative matters

Human Resources Administration

- Oversee HR administrative processes including employee records, credential tracking, and training documentation
- Coordinate HR documentation related to performance management and attendance under the direction of the Executive Director
- Ensure HR administrative practices align with policies, collective agreements, and regulatory requirements

Scheduling & Workforce Administration

- Oversee scheduling administration processes to ensure compliance with collective agreement provisions and organizational policies
- Support implementation and ongoing improvement of scheduling systems and tools

- Monitor workflows for accuracy, efficiency, and risk

Front Desk & Records Management

- Oversee reception operations, visitor management, and administrative record
- Ensure privacy, confidentiality, and documentation integrity
- Coordinate administrative support related to correspondence and internal communications

Systems, Compliance & Accreditation Support

- Coordinate administrative documentation and evidence for audits, licensing reviews, and accreditation processes
- Maintain compliance calendars and track required submissions
- Identify administrative gaps and bring forward recommendations for improvement

Staff Engagement & Organizational Support

- Lead coordination of staff engagement initiatives, surveys, and recognition activities
- Track engagement data and report trends to leadership
- Support documentation of engagement initiatives for organizational reporting

Resident Safety & Training

- All staff are expected to support a culture of safety and preparedness by following VCCH's policies and procedures related to resident safety and quality of care.
- Participation in required safety training, emergency preparedness activities, and scheduled drills is part of this role.
- Perform other related duties as assigned

WHAT YOU BRING

Education, Training and Experience

- Post-secondary education in Human Resources, Business Administration, or a related field (or equivalent combination of education and experience)
- 1–3 years' experience in a senior administrative role
- Experience in healthcare or long-term care is an asset

Skills and Abilities

- High integrity and discretion when handling confidential information
- Strong organizational, time-management, and problem-solving skills
- Excellent interpersonal and communication skills (verbal and written)
- Demonstrated ability to manage multiple priorities in a fast-paced environment
- Proficiency in Microsoft Office Suite and administrative systems
- Fluency in Cantonese and/or Mandarin is an asset
- Physical ability to perform the duties of the position

Additional Requirements

- Clearance with Criminal Record Check for Vulnerable Adults (BC)
- Proof of full COVID-19 vaccination in accordance with current Public Health Orders

WHAT WE OFFER

Salary

\$35-\$45perhour

HOW TO APPLY

To apply, or for any inquiries, please email us at: hr@villacathay.ca and put “Administration Manager” in the email subject line.

We appreciate and thank you all applications in advance for their interest, however, only those candidates selected for an interview will be contacted.