



## **JOB DESCRIPTION**

### **Little Mountain Residential Care & Housing Society**

### **Little Mountain Place**

**POSITION: Manager of Support Services (Excluded)**

**JOB TYPE: Full time, Permanent – Monday to Friday excluding Statutory Holidays**

---

#### **Summary**

Reporting to the Senior Operations Leader, and in accordance with the Mission, Vision & Values of Little Mountain Residential Care & Housing Society, the Manager of Support Services is responsible for the overall leadership, operations and staffing of Food Services, Housekeeping, Laundry and Maintenance Services at Little Mountain Place.

#### **Responsibilities**

Included but not limited to:

- Oversees the administration of the Food Services, Laundry, Housekeeping and Maintenance departments; developing organizational systems to reflect the department's roles.
- Develop, implement and evaluate departmental goals, objectives, policies and procedures in a timely manner.
- Provide leadership to support services staff by directing work activities, including defining, setting and communicating priorities, assigning work and arranging department staff scheduling.
- Interview and hire qualified personnel and provide orientation and coaching in accordance with the site's orientation program.
- Evaluate employee performance and support implementation of the Attendance Wellness Program.
- Participate in the resolution of grievances and/or other labour relations matters in conjunction with human resources. Participate in the development of essential service plans for the site in the event of a labour dispute.
- Discipline and/or terminate as required.
- Ensure adherence to safety practices and procedures.
- Develop necessary documentation, audit and reporting systems to maintain accurate records and communication for the department.
- Knowledge and experience in using MS Office software.
- In collaboration with the Senior Operations Leader, develop, plan, implement and monitor the operating and capital budgets for Support Services including budget preparation, development of workforce plans, authorization, and budget control by implementing effective policies and procedures for purchasing, ordering and inventory control and reporting of expenditures.
- In conjunction with the Dietician, ensure that the nutritional and therapeutic requirements of the residents are met through menu planning and standardized recipes in accordance with required standards.
- Evaluate meals being served to ensure established standards of quality and quantity are maintained.

- Oversee the preparation, portioning and serving of meals.
- Oversee the storage of food and related items.
- Establish and ensure maintenance of food rotations in order to minimize spoilage and waste.
- Ensure all food services, housekeeping, maintenance and laundry equipment is maintained in proper working order.
- Recommend and purchase the necessary equipment and chemicals needed to maintain a safe working environment for the residents, visitors and staff.
- Oversee the storage of Laundry and Housekeeping chemicals and other related supplies.
- Organizes organization-wide education and compliance with infection control, safety and WHMIS standards in consultation with the Director of Care.
- Participate as a member of the management team by attending meetings and serving on Committees (i.e. Occupational Health & Safety) as required.
- Build effective working relationships with individuals within and outside the organization including residents, families, vendors, contractors, health authorities, licensing bodies and other external agencies.
- Participate in after-hours on-call rotation.
- Perform other related duties as assigned.

### **Qualifications**

- A recognized two-year diploma in Food and Nutrition Services Management or equivalent.
- A minimum of five (5) years of industry experience including five (5) years supervisory experience preferably in a unionized environment.
- Member in good standing with the Canadian Society of Nutritional Management.

### **Skills & Abilities**

- Possesses the personal qualities and attitudes that respect and maintain the spirit, dignity and individuality of the residents and their families.
- Exercises considerable judgement, tact and discretion in preparing, disclosing and handling information of a confidential or sensitive nature.
- Understands and is able to integrate a philosophy of resident-centered care into daily operations.
- Ability to supervise staff.
- Comprehensive knowledge of health care delivery systems.
- Physical and mental capacity to carry out assigned duties in the working environment.
- Excellent verbal and written communication skills.
- Ability to establish and maintain good interpersonal relations both within and outside the facility.
- Ability to safely and efficiently operate all equipment associated with the duties of the position.
- Ability to work independently, and as part of a management team, with a minimum of supervision.

***Please send a cover letter and resume by email at [careers@littlemountaincare.org](mailto:careers@littlemountaincare.org). Thank you.***

Little Mountain Residential Care & Housing Society is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive working environment for our employees. We offer a dynamic environment and competitive wages and benefits.