

Opportunity: Manager of Support Services | Location: Gorge Road Hospital (Victoria, BC)

We are, the leading foodservice and support services company. We're committed to delivering an exceptional experience within the Senior Living industry. Choose a job that makes a difference in people's lives every day—including your own.

Overview: We are seeking a talented and dedicated individual who is as passionate about providing great food and environmental management service as we are. Being a preferred employer, we retain the finest employees, set the highest standard for personal advancement, and focus our talents on one main goal - customer satisfaction.

To achieve our goals, we need people who concentrate on employee and customer satisfaction and are driven by their "can-do" attitude. This position is responsible to supervise and manage the staff and operations to ensure quality standards are met and maintained in all areas including administration, staffing/scheduling, client/customer relations, production and knowledge of healthcare systems for all aspects of the Food, Housekeeping, Laundry and Maintenance services.

Now, if you were to come on board as one of our **Manager of Support Services**, we'd ask you to do the following for us:

- Human Resource and Labour Relations management including complete administrative and personnel files, collective agreement, hiring, training and discipline
- Managing the day to day operation to ensure all contractual service levels are met.
- Complete all financial reporting including payroll, period summaries and sales reports in a timely and accurate manner.
- Maintain appropriate budgetary and cost controls including inventory controls
- Customer service focus including: develop and maintain a strong knowledge of resident preferences and incorporate these preferences into service delivery; working with the Recreation department, to develop and assist in the implementation of special events; facilitating ongoing communication with all stakeholders in the site including administration, nursing, residents and their families.
- Conduct regular training in-services and staff meetings as required and with the Support Services Team.
- Implement, manage and maintain the Quality Assurance program as outlined by the company and the client, including weekly and monthly audits.
- Proven experience and ability to assist in menu management, food cost controls and production including monitoring and evaluating meals and service to ensure established standards are maintained for both quality and quantity of all meals and snacks is required.
- Implementation and control of a Food Safety Plan as well as HACCP, WHIMIS, and all Workplace regulations for a safe work place.

Think you have what it takes to be our Manager of Support Services? We're committed to hiring the best talent for the role. Here's how we'll know you'll be successful in the role

- Minimum two years' previous management experience or equivalent supervisory role in a long-term healthcare setting
- **Membership in the Canadian Society of Nutrition Management (CSNM)**
- Excellent verbal and written English language communication skills.
- Proficient with MS Office Applications, Word, Excel and Power Point
 - **Salary: Very competitive salary (bonus eligible 0 to 20%)**
 - **Excellent healthcare benefits, 3 weeks vacation, RRSP matching plan**
 - **Will also look at assisting with relocation expenses for candidates outside of Victoria, BC.**
 - **Please email your Cover Letter and Resume directly to: matt.bateman@compass-canada.com**