



Support Service Manager (WC900)

Job No: **WC900**

Apply: <https://westcana-external.scouterecruit.net/jobs/WC900>

Location: **Victoria**

Support Service Manager - The Heights at Mountview in Victoria

WestCana is looking for strong full-time **Support Service Manager in Victoria.**

Do you have a strong combination of culinary and management experience!? Our business cares for seniors, but experience in this industry is not required - we are looking for the right person and will consider the right combination of management and experience from the hotel, restaurant or cruise ship industry.

Salary of \$65,000-\$70,000/year

Support Service Manager Must Haves:

- Must be willing to work the hours necessary to ensure the effective operation of the facility.
- The candidate must be willing to be registered in the CSNM Program and dedicated to learn the industry and residential care guidelines.
- Holds and Maintain Valid Food Safe Level 1 and WHIMS Certificates.
- Clear Criminal Record Check, including vulnerable sector, through the Ministry of Justice upon hire and every 5 years thereafter.
- Satisfactory proof of COVID-19 vaccinations.

What WestCana will offer you:

- Competitive Salary
- 4 weeks vacation and 10 days of sick entitlement, as we believe in employees' well being.
- A standard 9AM – 5PM schedule (with flexibility to modify as required).

- 100% company paid Extended Health & Dental package that includes Chiropractor, Physiotherapy, Massage Therapy, Life Insurance, Employee Assistance Program and Out of Country Emergency Care.
- Internal opportunities for growth and development, since we believe in promoting from within.
- Educational opportunities where we will fund your education, if approved, to help advance your career with us.
- A Talent Management Program where we will grow and develop you into supervisor and managerial roles, if desired.
- A fun environment with company events and activities. We celebrate site anniversaries, years of service, professional appreciations, staff appreciation events and an annual Holiday party.

Support Service Manager Responsibilities:

- CSNM (Certified in Nutritional Management with current standing in the Canadian Society of Nutritional Management).
- Supervisory duties include but not limited to
 - Recruiting, training and developing staff;
 - Scheduling, assigning and monitoring work;
 - Evaluating Team Member performance;
 - Ensuring a healthy and safe work environment including adherence to company policies;
 - Resolving conflicts
 - and taking appropriate disciplinary action in consultation with the Operations Manager and Human Resources.
- Prepares and/or monitors the preparation of food menus and plans to ensure individual dietary needs/standards are met and costs remain within approved budget allocations.
- In collaboration with the WestCana corporate policies and procedures, coordinates the best quality and most cost-effective products that will meet or exceed the individual and group dietary needs of the facility's residents.
- Monitors all operating expenditures, as well as purchases and stores inventory.
- Ensures all audits are completed as required, and corresponding Action plan to remedy any inefficiencies.
- Communicates safety concerns through; Team Member meetings, huddles, memos, communication books.
- Facilitates WCB paperwork and corresponding return to work programs for staff who are injured in the workplace.
- Other duties include but not limited to scheduling, inventory, month end report, weekly receivers' reports, audits and reports, regular monthly Team Member meetings, site/corporate meetings including occupational health and safety, Infection control, food committee.
- Performs other related duties as assigned.

Support Service Manager Nice to Haves:

- Previous experience in a long term care or assisted living facility with working knowledge of Therapeutic diets and residential guidelines according to the health authority.

If you are a kind, caring individual who enjoys connecting with and making a difference in the lives of elders – Apply Today!