



July 28, 2015

Internal/External Posting

Baltic Properties is currently recruiting for the following position at
Nicola Lodge, in Port Coquitlam, BC:

General Manager

Posting end date: **August 31, 2015**

Position Start Date (tentative): **October 1, 2015**

To apply: Please send your resume and cover letter by

Fax to **604-777-9240** or

Email to **jobs@balticproperties.ca**

Job Summary

Accountable to the Managing Partners Baltic Properties for the operations of a home that provides complex residential care and mental health and substance use care.

Qualifications

- Must have Management courses or the equivalent and have proven administrative experience in the retirement / long-term care industry. This includes skills in gerontology, supervision, computer applications, budgeting, marketing/sales, labour relations and a thorough awareness of applicable legislation. Must possess good written and oral communication skills, with the actively to effectively supervises the activities of subordinates. Good working attitude and team building skills are necessary.

Key Responsibilities

- Administers the facilities health care and assisted living operations to ensure that services and care are provided in conformance with all legislative and regulatory requirements.
- Selects, orients and monitors the performance of departmental managers. Conducts annual performance appraisals.
- Promotes a positive team spirit within the department and the facility.
- Ensures that all staff are knowledgeable of Resident Bill of Rights and Tenant Residency Agreement and assists staff to respect and promote these policies.
- Attends residents and tenants council meetings when requested in order to discuss concerns, complaints, and suggestions.
- Reviews all resident and tenant admission applications to ensure that an appropriate level of health and personal care services will be provided; and monitors this aspect on an ongoing basis.

Baybridge-Baltic Group

Brookside Lodge, Surrey BC - The Cascades, Chilliwack BC

Lake Country Lodge, Lake Country BC - Lakeview Lodge, West Kelowna BC

Mariposa Gardens, Osoyoos BC - Nicola Lodge, Port Coquitlam BC - Ridgeview Lodge, Kamloops BC

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- Regularly monitors and analyzes the effectiveness of all components of service and care, initiating corrective action as required.
- Coordinates the activities of all departments to ensure a balanced emotional and physical environment conducive to the provision and practice of therapeutically effective care.
- Develops and institutes a through facility safety program which will include updating safe job procedures and provision for a job hazard observation process. Ensure adherence by all staff. Takes an active interest in Joint Health & Safety committee.
- Meets with residents, tenants and their families to resolve problems/concerns/complaints and reviews suggestions on a needs basis.
- Communicates on a regular basis with residents, tenants and their families through the monthly newsletter.
- Administers facility collective agreements on a day to day basis and represents the complaint in the grievance process.
- Ensures the fair and equitable treatment of all employees in line with company policies, government legislation and collective agreements, as applicable.
- Represents the facility to various relevant community, professional, civic and service organizations.
- Develops and maintains a continuing education and staff development program for all levels of staff.
- Responsible for chairing the coordination of the facility wide quality assurance, risk management program.
- Responsible for staff appreciation events within the facility/
- Responsible for the overall facility absenteeism and sick day management.
- Motivates and empowers the management team.
- Deals personally with the Health Authority, Ministry of Health Services and other regulatory bodies. Responds to areas of non-compliance and develops recommendations in consultation with Department Heads.

Working Conditions

Some disruption of lifestyle, resulting from long hours and emergency calls at home. Stress resulting from the constant need to handle interruptions during the day. Stress resulting from the need to manage within legislative, budgetary, and time constraints on a consistent basis. Must be able to deal with problem solving situations, and make judgment decisions. Some travel is necessary due to business meetings.

Responsibilities to Health and Safety

- Is a competent person as defined by the Occupational Health & Safety Act.
- Is knowledgeable of supervisors responsibilities, and follows all health and safety policies and procedures.
- Monitors adherence to safety and procedures of all employees, and promotes safe work practices for self and others.
- Is alert to, remedies, or promptly reports all actual or potential hazardous situations to the appropriate personnel, i.e. maintenance, owners.
- Ensures that all reported injuries/illnesses are treated promptly and documented according to established policies, and ensures transportation for treatment of critical injury is arranged.
- Ensures that fire safety demonstrations and fire drills are conducted and that staff are knowledgeable of facility fire and disaster plans.

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