



## **MANAGER, SUPPORT SERVICES**

On behalf of our client, George Derby Centre, we are searching for a Manager, Support Services to join their team. George Derby Centre is an award-winning care facility situated in a park-like setting in Burnaby, BC. Through a unique partnership with Veterans Affairs Canada and Fraser Health, they are proud to offer complex care services to their community. Since 1988, George Derby Centre has established itself as a “Centre of Excellence”. This is achieved through the strength of their team members, maintaining a commitment to the Centre’s Mission and Vision, encouraging creative and innovative programs, and continually improving services to meet the needs of the residents with complex care and dementia. This is an exciting opportunity to work in a prestigious organization committed to serving its community through compassionate care, innovation, and excellence.

Reporting to the Executive Director, the Manager of Support Services is a member of the leadership team and is responsible for the effective delivery of day-to-day Food, Nutrition, Laundry, and Housekeeping services. The Manager of Support Services will be looked upon to provide leadership and direction to the support services supervisors and staff and act as the key resources of Support Services “best practices”.

### **Key Responsibilities:**

- Support and promote the Centre’s Mission, Vision, and Values and is a role model of Person-Centered Care, Residents Rights, and the Code of Ethics.
- Collaborate in the development of and ensures compliance with Corporate and site specific standard operating policies, procedures and other operational foundations required in the provision of Food Services, Housekeeping and Laundry services.
- Participate in the development, implementation, and communication of the Centre’s Strategic Operational Plan.
- Prioritize and promote a culture of safety and risk mitigation for all customers of the organization through due diligence, role modelling, corrective actions and problem solving, communication and education.
- Ensure support service delivery practices and procedures comply with licensing regulations, professional standards, provincial regulations, accreditation standards and organizational policies through regular monitoring and evaluation. Implement specific actions as required.
- In collaboration with the Executive Director and Director of Finance, provides input into the Centre’s annual operating budget. Regularly monitor expenditures and variances and initiate collaborative appropriate actions to align performance within the established budget.
- Maintain effective cooperative relationships with designated external partners. Liaise with external suppliers to resolve issues regarding the quality and quantity of goods and services. Reconcile discrepancies.
- Establish and maintain inventory levels of supplies according to established guidelines including those for emergency preparedness. Ensure cost effectiveness, efficiencies in storage and space requirements and compliance with waste management requirements.
- Performs and/or delegates ordering, receiving and related procurement tasks ensuring compliant application of procedures and policies.
- Hires, disciplines, recommends and/or participates in the termination of staff according to established HR policies and procedures. Complete probationary and regular performance reviews for assigned staff and provide support in the achievement of identified goals. Monitor staff attendance and respond to absenteeism in accordance with the established Attendance Management Program.



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- Coordinates Support Services orientation for new employees utilizing established programs and checklists. Coordinates related in-services and annual educational opportunities for staff.
- Monitor and respond to staffing scheduling issues daily in areas of responsibility. Consult with and advise supervisors as necessary.
- Plans and delivers seasonal menus that are compliant with all related regulations, fit the resident's nutritional and therapeutic needs, and meets the facility and resident's expectations.
- Develops and/or adjusts standardized recipes to ensure consistent high quality production outcomes including quality, nutritional & texture requirements, quantity, portion sizes, and resident satisfaction.
- Plans, directs, and supervises the preparation and service of high-quality food utilizing standardized operating procedures, industry standards, and related internal and external policies.
- Lead or participate in internal and external committees, as required.
- Perform other related duties and management functions, as assigned.

### **Skills & Qualifications:**

- Minimum two years of related experience and two years of managerial experience.
- Must have Serving It Right and FOODSAFE Level 1.
- Current membership or eligibility for membership in the Canadian Society of Nutrition Management is an asset.
- Demonstrated ability to maintain confidentiality, tact, and diplomacy when dealing with sensitive and confidential matter.
- Promotes innovation, thinks conceptually, and takes initiative.
- Excellent customer service skills as well as highly developed interpersonal, collaborative, and relationship-building skills within a diverse environment.
- Strives for personal effectiveness and inspires team members to work toward the vision.
- Demonstrated ability to work independently, ethically, and with integrity.

Kindly forward your resume to [kam.ketler@clearchoicehr.ca](mailto:kam.ketler@clearchoicehr.ca) We thank all interested applicants, however; only those selected to move forward will be contacted.