



Love2Care Community Services Inc.

Job Posting

Job Title: Operations Manager

Employment Status: Full-Time, 37.5 hours per week

Location: 3058 Winston Churchill Blvd., Mississauga, ON L5L 3J1

Compensation: \$75,000 - \$ 90,000 per year and a comprehensive benefits package.

Who We Are

Love2Care Community Services Inc. is a newly established healthcare staffing and community care organization providing professional care services to individuals in private homes, retirement residences, long-term care homes, and other healthcare settings across the GTA. We are seeking an experienced Operations Manager to build a strong operational framework and drive sustainable growth.

The Position

This is a key leadership role responsible for strengthening client partnerships and expanding services across the community and healthcare sectors. The successful candidate will oversee business development, financial performance, service delivery, and regulatory compliance. You will also play a key role in building the organization from the ground up by hiring the first team members, establishing systems and processes, and making real-time decisions in a fast-paced, evolving environment.

Key Responsibilities:

- Lead business development initiatives by identifying, pursuing, and securing new clients and stakeholders.
- Build and maintain strong, long-term relationships with healthcare facilities and community partners to drive service growth.
- Prepare proposals and quotations, negotiate contracts, and oversee renewals and service agreements to ensure clear expectations and successful service delivery.
- Serve as the primary point of contact for key clients, proactively addressing concerns and ensuring high levels of satisfaction.
- Oversee daily operations to ensure high-quality service delivery and client satisfaction.
- Ensure workforce capacity by maintaining a qualified, properly trained, and readily available pool of staff to meet contractual obligations and client needs.
- Monitor financial performance, support revenue targets, and ensure operational efficiency in a fast-paced staffing environment.
- Ensure full compliance with all applicable employment, licensing, privacy, and occupational health and safety legislation.
- Represent the organization at relevant industry events, conferences, and meetings, as required.
- Report to the Board of Directors on operational, financial, and strategic performance, providing analysis, recommendations, and risk assessments to support informed decision-making.

What We Require

- Post-secondary education in Business Administration, Healthcare Administration, Human Resources, or a related field (or an equivalent combination of education and experience).
- Minimum of two years of progressive experience in operations or business management; experience in healthcare, home care staffing services is considered an asset.
- Experience managing client relationships, service agreements, and ensuring high levels of client satisfaction and retention.
- Proven experience in managing business operations and driving growth by identifying, securing, and expanding new client relationships.
- Ability to work flexible hours as required to meet operational and client needs.
- Valid Vulnerable Sector Check.
- Proof of tuberculosis (TB) screening.
- Valid Ontario Class G driver's license and reliable transportation are considered assets.

Skills & Competencies

- Strong leadership skills with the ability to manage a fast-paced operational environment.
- Excellent organizational and time-management skills with strong attention to detail.
- Strong written and verbal communication skills, including professional client-facing communication.
- Problem-solving skills, with the ability to respond effectively to urgent staffing and service issues.
- Strong interpersonal skills with a client-focused and solution-oriented approach.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and/or Google Workspace; experience with ShiftCare systems is an asset.
- Ability to maintain confidentiality and professionalism when handling sensitive employee and client information.
- The Ukrainian language is considered an asset.

Why This Role

You will be the first Operations Manager of a new organization built on strong community connections and a clear, differentiated strategy. In this role, you will have a unique opportunity to help bring the company to life and shape its operations from the ground up. Few leadership roles offer this combination of deep community trust, startup agility, and the opportunity to build something meaningful from the beginning. If you are a hands-on leader who is comfortable taking initiative, navigating ambiguity, and making sound decisions, this role may be a great fit for you.

How To Apply

Please send your resume and cover letter to [**info@love2care.ca**](mailto:info@love2care.ca). Applications will be accepted until July 26, 2026. We welcome applications from all qualified candidates. Please note that only those selected for an interview will be contacted.



INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT

Love2Care Community Services Inc. is an equal opportunity employer committed to diversity and inclusion. We are committed to building and maintaining collaborative, caring, and positive work environments so that our employees bring their whole selves to work every day. We encourage all qualified applicants to apply without regard to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status or disability. We recognize that equitable access to employment is an agent of social change. Love2Care Community Services Inc. is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code protected accommodation through any stage of the recruitment process, please make them known and we will work with you to meet your needs.