



General Manager - Red Oak Retirement Residence, Kanata, Ontario

Each and every day 12,000 Sienna Senior Living team members wake up with a common sense of purpose: to enrich the lives of residents, a desire that in turn enriches their own lives. Our team members know they've made a difference at the end of each day; they know their actions have helped others feel better than they thought possible.

If you're passionate about leading a team that is, committed to the Team Member Experience and driven by innovation and growth - then join us!

The **General Manager** is a critical role within our communities as it impacts the lives of residents through the strong leadership and motivation of Sienna team members.

As a **General Manager** Your typical day will impact the following ways:

- Planning, co-ordinating, directing and monitoring the effectiveness of all operational activities of the Residence.
- Developing short and long term operational plans for the efficient operation of the Residence.
- Providing leadership and direction to ensure all aspects of Quality Improvement Program are carried out as scheduled. (Quality Management plan, corporate indicators, monthly QI schedules, currency of policy & procedure manuals).
- Supporting sales team members with internal and external initiatives that enhance the reputation of the Residence and maximize lead generating activities.
- Monitoring all departments to ensure that the residence is tour ready at all times.
- Establishing marketing objectives with the Director of Marketing on a daily, weekly, and monthly targets
- Reviewing the competitive analysis and making recommendations on annual rate increases and service enhancements or changes based on the trends in the community.
- Fostering positive community partnerships with health and service providers, business leaders, civic officials, and other community agencies to promote the Residence as part of the community.
- Seeking opportunities to ensure a participative working relationship within CCAC's.
- Participating in the development of the annual operating budget.

- Overseeing all expenditures, utilizing the purchase journals to ensure departments operate within budgetary guidelines.
- Providing oversight to Occupational Health & Safety Committee to ensure it meets all legislative requirements.
- Monitoring all active claims and ensures ongoing efforts are made for early return to work.
- Monitoring compliance with the policy on Monitoring Resident Wellbeing.
- Responding promptly to concerns of residents and family members, mediating a satisfactory response to concerns and implements action plans to avoid reoccurrence of similar issues.

Must haves:

- Have completed a Management course or have a minimum 3 years' equivalent experience.
- Must possess excellent supervisory and leadership abilities in the areas of human resources, finance, labour relations, marketing, and department coordination.
- Must possess good public relations and communication skills.
- Must have a strong working knowledge of the Internet and MS Office, specifically Excel and Word.
- Must demonstrate initiative, good judgment and foster a positive work atmosphere.
- Vulnerable Sector Screening.

Act upon your desire to help others and Join Sienna Senior Living as we continue to enhance the lives of those we serve.

For Ontario locations, in accordance with the Accessibility for Ontarians with Disabilities Act 2005, upon request, support will be provided for accommodations throughout the recruitment, selection and assessment process.

A bit about Sienna

A winner of the Canada's Most Admired Corporate Cultures 2017 award, our aim is to consistently create a positive resident and team member experience, along with a high-performing team and workplace culture driven by shared values and a commitment to innovation and excellence.

We are one of Canada's largest owners and operators of seniors living options, with 73 high-quality seniors' residences in Canada comprising independent living, assisted living, long-term care and specialized programs and services for seniors.

Sienna Senior Living is a publicly traded company on the Toronto Stock Exchange (TSX:SIA).