



Jarlette Health Services has 40 years of experience in senior's care and currently cares for more than 1600 residents at 18 Retirement and Long Term Care Homes throughout Ontario.

Jarlette Health Services is a family-owned company that offers competitive salaries, benefits and pensions.

Jarlette has built a reputation as a respected organization in the care of seniors throughout Ontario; offers opportunities for personal growth, education and training; and is a fun place to work. We currently have an immediate opening for an energetic individual with a strong work ethic at

## LEACOCK RETIREMENT LODGE

as

## GENERAL MANAGER

(position description attached)

**Position Summary:** Under the Direction of the Director of Retirement Communities, the General Manager is responsible and accountable for the total operation of the Retirement Lodge. The General Manager is tasked to ensure that the efficient operation of the Lodge is carried out in accordance with the corporate mission, vision, values, philosophy, goals, objectives, policies, procedures and all legislative requirements.

**Qualifications:**

- Current registration with the College of Nurses of Ontario or education in gerontology studies or business
- Must demonstrate excellent communication & interpersonal skills
- Must possess the ability to create long term planning strategies
- Experience in administration and supervision and working knowledge of appropriate legislation.
- An empathy for the needs of the elderly.
- Must be able to function smoothly and effectively amidst many distractions
- Must demonstrate an active interest in ongoing education
- Must ensure compliance with the provisions of the Occupational Health and Safety Act
- Must be computer literate
- Must possess valid Driver's Licence

If you enjoy working in a fast-paced environment as part of a team, then this would be a career opportunity for you. We look forward to hearing from you and welcome you to apply to:

**JACKIE DUSOME**

Director of Retirement Communities Operations  
Jarlette Health Services  
5 Beck Blvd, Penetanguishene, ON L9M 1C1  
P: 705-549-4889 x225 F: 705-549-2494



Submission Deadline: February 27, 2015

[jdusome@jarlette.com](mailto:jdusome@jarlette.com)

## **General Manager**

### **Position Summary:**

Under the Direction of the Director of Retirement Communities, the General Manager is responsible and accountable for the total operation of the Retirement Lodge.

### **Nature and Scope:**

Ensure the efficient operation of the Lodge is carried out in accordance with the corporate mission, vision, values, philosophy, goals, objectives, policies, procedures and all legislative requirements.

### **Qualifications:**

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### **Hours of Work:**

- Available 7 days per week
- Flexible hours

### **Main Duties and Responsibilities:**

- Has the authority to hire and direct employees, and may recommend an employee be reprimanded, suspended or discharged.
- To maintain occupancy of Lodge at capacity.
- To effectively manage all services of the Lodge; including Food service, Environmental, Wellness, Recreation, Customer Service, Administration and any commercial affiliations
- To ensure optimal service for each guest.
- To oversee the services and general well being of all residents in the Lodge.
- To hire and maintain competent staff and promote staff development.
- Maintains adequate supplies and equipment to ensure the efficient operation of the Lodge
- Promotes good relationships with residents, families, visitors, and community.
- Attends resident meetings in order to discuss concerns/suggestions/complaints.

- Observe all government regulations as applicable to service staff or the well being of the resident.
- Maintain internal standards to maintain compliance with ORCA standards
- Deals with and federal, provincial, or municipal inspections. Responds to areas of non-compliance and recommendations.
- To administer the Lodge Budget regarding:
  - i) capital expenditures
  - ii) operating budget
  - iii) marketing
- Collaborates with the development, interpretation and implementation of policies and procedures and communicates same to appropriate staff
- Ensure that a Lodge wide Quality Improvement program is implemented and maintained
- To ensure implementation and continued assessment and monitoring are carried out in regard to quality assurance, risk management, occupational health and safety and C.Q.I.
- Conducts annual performance appraisals of staff and managers who report directly to the General Manager.
- To maintain professionalism and conduct essential to public relations with physicians, outside agencies, the visiting public, family and residents.
- To delegate duties to qualified staff giving them the authority and the accountability to carry out these duties.
- To formulate and follow yearly marketing plan and actively market the lodge in conjunction with the Customer Service Coordinator
- Participate in regional and local committees
- Promote wellness as a concept of living
- Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately and attending all relevant in-services regarding occupational health and safety
- Follows all roles and responsibilities for employees and employers as legislated under the Ontario Occupational Health and Safety Act
- Ensures compliance with the provisions of the Occupational Health and Safety Act
- Any other duties that may be assigned

**Special Demands:**

**Behavioral:**

- Participates as a team player and cooperates with other departments.
- Must possess patience and tact dealing with residents needs, families and dealing with multiple demands at one time.
- Must be organized and able to set priorities
- Must have a genuine interest in the care of the elderly.



Peacekeeping role

With residents, families and interdisciplinary team members

Unpredictability of events

Crisis intervention

Expectations

Meeting daily workload within allotted time

Public relations

Community students, residents and families

Legal and litigious situations

Consult periodically with lawyers and other legislative bodies

**Occupational Risks:**

Exposure to chemicals, infections