



## Job Posting

**Position Title:** Director, Regional Operations – Northern Ontario

**Department Name:** Retirement Operations

**Job Location:** Northern Ontario and Corporate Office (Mississauga, Ontario)

This role is an exceptional opportunity for an energetic, enthusiastic leader with a minimum of two (2) years of related management experience, ideally as a General Manager in a retirement living community or a health care environment. Regional management experience is an asset as is membership with related professional organizations. As a self-motivated, positive team builder, you will oversee resident relations, operations and regulatory compliance, budgets and financial records, and provide leadership to your defined portfolio of retirement residences in Northern Ontario.

The ideal candidate possesses:

- A post-secondary degree or diploma in hospitality, healthcare, marketing, or gerontology;
- Demonstrated interpersonal skills, including the ability to manage and respond to difficult situations promptly;
- Effective communication skills that include excellent written, oral, presentation, and training abilities; the ability to train and educate adults;
- The ability to analyze and interpret information contained in business related documents, write reports and business correspondence, and effectively relay/present information accordingly;
- Effective and creative problem solving skills combined with the ability to work independently and as a member of a team of multidisciplinary professionals;
- Strong and timely decision-making abilities;
- Demonstrated time management skills, including the ability to adhere to schedules and manage processes; the ability to organize and prioritize work to manage timelines and to meet defined deadlines in a fast-paced work environment;
- Innovative leadership and change management skills;
- Professional knowledge of the seniors housing industry and operational management skills;
- A working knowledge of the Employment Standards Act and the Landlord and Tenant Act, and other pertinent legislation;
- Proficiency with Microsoft Office;
- The ability to participate in extensive travel.

Practising our corporate values of RESPECT, the successful candidate's responsibilities will include, but are not limited to, the following:

- Ensuring resident satisfaction and quality of care by supporting and working closely with the General Managers; ensuring a safe and secure living environment for all residents; and participating in the planning, implementation, and evaluation of all department functions to ensure that programs meet the needs of the residents;
- Supervisory responsibilities include recruiting, training, and developing staff; assigning and monitoring work; providing guidance and direction and evaluating performance; ensuring staff maintain a healthy and



safe work environment; resolving employee conflicts and recommending/participating in disciplinary and/or termination actions;

- Establishing and supporting goals, objectives, and strategies that lead the region's management teams to deliver exceptional customer service that meets and/or exceeds the expectations of our residents, their families, and employees;
- Providing hands-on management over financial performance relevant to revenue, expense, and capital budgets on an annual basis;
- Reviewing financial statements and variance reports on a monthly basis;
- Positively attaining economic operational efficiency within the approved budgets; ensuring that the residences are being operated within the approved budget while developing and implementing cost saving measures;
- Working closely with the Director, Sales and Marketing to achieve optimal occupancy targets;
- Providing leadership and support over the planning and implementation of marketing strategies, including the evaluation of appropriate market rent rates;
- Conducting due diligence to determine the operational viability of potential property acquisitions;
- Liaising with governing bodies and other related professional organizations and government agencies on a regular basis;
- Providing support to properties involved in the ORCA Accreditation process;
- Supporting and monitoring continuous quality improvement;
- Providing administrative support related to the content and submission of site reports;
- Various other projects and duties, as assigned.

**Please quote reference number: A1OR**

**Please forward your cover letter and resume, in confidence, to:**  
**Corporate Office, Human Resources**  
**Email: [careers@chartwellreit.ca](mailto:careers@chartwellreit.ca)**  
**Web: [www.chartwellreit.ca](http://www.chartwellreit.ca)**

**We thank all applicants for their interest in Chartwell Seniors Housing REIT.**  
**Please be advised that only those invited to an interview will be contacted. No phone calls, please.**