



## **Job Posting: Director of Operations and Community Services**

### **Hospice Huronia, Tomkins House – Penetanguishene ON**

#### **Position Overview:**

Hospice Huronia is growing and expanding our services to meet the needs of our community. We are seeking a dedicated and experienced Director of Operations and Community Services to oversee the day-to-day operations of our organization. This key leadership role will ensure that all services are delivered efficiently and to the highest standard, maintaining the special culture of Tomkins House which includes a non-judgmental, personalized approach to everything we do.

#### **Key Responsibilities:**

##### **Operational Leadership:**

- Oversee the day-to-day operations, ensuring efficient and high-quality service delivery.

##### **Staff Management:**

- Supervise, mentor, and support operational staff.
- Foster a positive and collaborative work environment.
- Maintain the special culture of Tomkins House.

##### **Budget Management:**

- Assist in the development and management of the annual budget.
- Ensure financial sustainability and accountability.
- Oversee the annual audit procedure.

##### **Quality Assurance:**

- Implement and monitor quality control processes.
- Ensure compliance with regulatory standards set by Hospice Palliative Care Ontario (HPCO) and best practices.

##### **Strategic Planning & Change Management:**

- Contribute to the implementation of the current strategic plan.
- Implement procedures to streamline and create efficiencies.
- Transition the organization from start-up to long-term sustainability.

##### **Facility Management:**

- Ensure maintenance, infection prevention & control, and safety of hospice facilities.

- Manage vendor relationships and oversee facility upgrades.
- Oversee the Health & Safety Committee and plan for future growth of space.

**Policy Development:**

- Develop and enforce operational policies and procedures.
- Conduct a full policy review for Quality of Care, Finance, Privacy, and Human Resources.
- Create Standard Operating Procedures as needed.

**Stakeholder Engagement:**

- Support relationships with clients, families, staff, volunteers, and community partners.

**Risk Management:**

- Identify and mitigate operational risks.
- Ensure the safety and well-being of clients, volunteers, and staff.

**Reporting:**

- Provide regular operational reports to the Executive Director and Board of Directors.
- Highlight achievements, challenges, and areas for improvement.
- Experience reporting to the Ministry of Health and Ontario Health at Home is an asset.

**Technology Oversight:**

- Manage the implementation and maintenance of operational technologies.
- Experience with Meditech Expanse, Canada Helps, QuickBooks, HR Downloads, Payworks, SharePoint, and Microsoft Office programs is required.
- Experience with analytics platforms is an asset.

**Program Oversight:**

- Oversee the delivery of community programs, including grief & bereavement and visiting volunteer services, ensuring HPCO Standards are met and exceeded.

**Volunteer Coordination:**

- Oversee the volunteer program to ensure that HPCO Standards are met and exceeded.

**Qualifications:**

- Bachelor's degree in project management, business management, human resources, or a related field.



- Minimum of 5 years of experience in a senior operational role, preferably in a healthcare or hospice setting.
- Minimum of 5 years of experience managing and mentoring a diverse team.
- Strong financial acumen and experience with budget management.
- Excellent organizational and problem-solving abilities.
- Strong interpersonal and communication skills.
- Knowledge of healthcare regulations and quality standards.
- Ability to work collaboratively with diverse groups of stakeholders.
- Proficiency in the use of operational management software and technologies.

Personal Attributes:

- Compassionate and empathetic with a commitment to the mission of hospice care.
- Strategic thinker with a proactive and solution-oriented approach.
- High level of integrity, ethics, and professionalism.
- Ability to work under pressure and manage multiple priorities.
- Strong decision-making skills and attention to detail.
- Effective time management skills and understanding of working within the charitable sector.

Application Process:

Interested candidates are invited to submit a resume and cover letter detailing their qualifications and experience to [Debbie.k@hospicehuronia.ca](mailto:Debbie.k@hospicehuronia.ca). Applications will be accepted until July 26, 2024 at 5pm.

Hospice Huronia is committed to creating a diverse environment and is proud to be an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Only those who are invited for an interview will be contacted and we thank everyone who applies.

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