

# CITY OF HAMILTON

## **COMMUNITY & EMERGENCY SERVICES DEPARTMENT (MACASSA & WENTWORTH LODGES)**

### **ADMINISTRATION SUPERVISOR (LODGES)**

The Community Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

### **SUMMARY OF DUTIES**

Reporting to the Administrator (Macassa Lodge) and Administrator (Wentworth Lodge) supervise a variety of accounting functions performed by the Business Office including maintaining financial systems for the resident accounts. Oversees centralized scheduling for all staff, coordinates IT, attendance management and purchasing accounts. Coordinates, facilitates, and manages projects and process improvements including contract management, Capital projects, continuous improvement, and policies and procedures. In addition, will aid in the preparation of reports identifying how the operation at the Lodges performed against established benchmarks related to services, finances, administration and staff performance.

### **GENERAL DUTIES**

Supervise the activities of the Lodges Business Office Clerks including the Receptionists, Schedulers and the Nursing Coordinator, and performance manage same as required, including Performance Appraisals, Kronos (Payroll), vacation/sick replacement and discipline.

Oversees the centralized scheduling program for both Lodges. Responsible to ensure the accurate and timely data entry for time and attendance for employees.

Ensure schedules are posted on a timely basis and that they comply with union agreement in terms of staff assignment.

Prepare, negotiate and monitor service contracts and agreements with agencies and contractors as outlined in the purchasing policy.

Identify the information requirements to monitor program indicators and collaborate in the development and maintenance of a management information system . Liaises with IT on the Lodges technology requirements such as IP Phones, laptops, network access and printers.

Develop and maintain quality assurance standards and centralized policies and procedures for the effective delivery of programs in conjunction with other Departmental Managers/Directors.

Coordinate, facilitate, and manage the Lodges 10 Year Capital Plan and projects in collaboration with the other Departmental Managers/Directors.

Monitor and interpret financial and resident data relevant to program to assist with priority settings, program

implementation and evaluation.

Review Accounts Receivable arrears, contact families; refer to legal, Crimes Against Seniors etc. for recovery.

Prepare, monitor the Administration Budget at both Lodges and report monthly and year end variances to the Administrator.

Maintain, monitor and reconcile the Program Accounts.

Maintains a City of Hamilton Petty Cash Float and PCard. Ensures policies and procedures are followed regarding usage.

Responsible for all required documentation (Protocols), as legislated in the LTC Homes Act is followed and information is included in the Resident's Handbook is posted within the Lodge and is communicated to residents, families and staff as required.

Responsible for the coordination and follow up of ASMP letter; interview for both Lodges.

Review daily census and ensure information is recorded accurately. Monitors the occupancy and preferred accommodation on an ongoing basis to ensure revenues for both Lodges are maximized.

Maintain, monitor and reconcile the Trust Accounts for 430 residents including preparation and bank deposit of city, program and resident cheques.

Provide monthly/quarterly statements to residents/families regarding Trust Funds and discuss arrear payment(s) as required. Maintain statistical records including resident day accounts for all residents and prepare various reports and summaries as required.

Maintain contact with Ministry Officials, Public Guardian and Trustee and families to provide a rate reduction for those residents who are unable to pay the full costs of accommodation at the Lodges and prepare/enter information to the Ministry as required.

Responsible for the smooth operations of Reception at both Lodges which includes distribution of mail, booking of care conferences, directing guests, visitors to appropriate resident areas, responding to wander guard security system, receiving and distributing resident funds.

Coordinate the word processing of correspondence and dissemination of information related to the Business Office.

Participate as a member of both Lodges Management team and provide backup as required to other Department Managers/Directors, as well as the Administrators.

Ensure employees are provided with and use the appropriate equipment, material and procedures required to perform their assigned duties. Ensure that all staff activities are carried out in accordance with legislation and corporate policies and business procedures.

Work in accordance with the provisions of applicable Health and Safety legislation and all of City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the responsibilities of the position.

## **QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties as described, normally acquired through a Baccalaureate or College Degree in Business Administration, or a combination of education and

relevant work related experience. Experience in progressively responsible positions in LTC sector, Seniors or human services.

2. Demonstrated manager experience preferably in a customer service environment. Ability to support employee engagement through coaching, mentoring and inspiring staff. Ability to manage and build effective working relationships both internally within the Lodges and the City as well as with community agencies and partners.
3. Demonstrated skills in analysis, planning and evaluation. Understanding of quality assurance and continuous improvement practices. Supports the use of evidence based planning and service delivery models.
4. Excellent communication skills. Ability to achieve objectives through effective communication. Able to prepare clear, comprehensive, concise and compelling business documents. Effective in a variety of presentation settings including one-on-one, small and large groups.
5. Supports a person-centred focus and commitment to exceptional service. Dedicated to meeting expectations and requirements of the resident, families, volunteers and staff. Establishes and maintains effective relationships to gain trust and respect.
6. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting the LTC sector.
7. Ability to manage a budget effectively.
8. Computer proficiency in Microsoft Office suite of Products, including Outlook, Word, Excel and Power Point, as well as database software. Experience in Point Click Care an asset.
9. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.