



Role: Senior Director of Operations – Full-Time
August 5, 2025

Reports to: Chief Executive Officer
Weekly Hours: 37.5 Hours per week

Salary: Commensurate with experience

Interested Applicants please submit your resume and cover letter to HR@shalomvillage.ca by Monday, September 1, 2025

ABOUT SHALOM VILLAGE:

Shalom Village is a non-profit campus of care that specializes in the health and wellbeing of Hamilton area seniors. We provide an unwavering commitment to making every day the best day possible for the seniors who depend on Shalom Village services and programs.

Through their dedication, training and commitment to seniors, our team members transform the lives of older adults through a variety of programs and services, including long-term care, senior living apartments, fitness, community wellness and social programs.

Our long-term care services provide a homey environment and programs for frail seniors, while our assisted living apartments are perfect for more active seniors. Our fitness and community programs support local seniors living at home, while also providing them with the opportunity to socialize with their peers, learn new skills, and stay healthy and fit. ***Shalom Village is here to help create moments that matter for every senior!***

****Founded by the Jewish Community, for the benefit of all seniors throughout the Hamilton Region, our Jewish values and traditions ensure that all residents & participants, benefit from the respect, compassion, and dignity inherent in the Jewish faith. We welcome and celebrate individuals from all backgrounds, faiths and cultures.**

MISSION, VISION & VALUES

Our Vision: Honouring our Fathers and our Mothers

Our Mission: To provide opportunities for the continuity of life interests, values, and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashruth. We want all those who need our services to feel AT HOME.

Our Values: At Shalom Village we use the acronym AT HOME to provide a clear link between our vision, mission, values, and most importantly how these guiding principles are brought to life for all our stakeholders.

- **Acknowledge:** We will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives and differences.
- **Together:** We will support each other and believe that together we can achieve anything.
- **Home:** We will create a feeling of comfort, trust, familiarity, and safety that honours Jewish Values and brings about each individual person's feeling of being at home.
- **Organization:** We will strive for learning, innovation, accountability, transparency, and excellence.
- **Memories:** We will share memories and create new ones through relationships, sharing, and celebrations.
- **Enablement:** We will empower, encourage, and focus on each other's strengths to make possibilities possible and accomplish our goals.

As a charity that depends on donor support, Shalom Village Staff play a vital role in our ability to deliver the lifesaving programs that benefit Shalom Village residents and participants. It is crucial that staff members

Acknowledged · Together · Home · Organization · Memories · Enablement

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believe-in the power of philanthropy to bring people together to support the hundreds of seniors, and family members whose lives we impact every day. Our staff members are important ambassadors, donors, and members of the Shalom Village Family. We encourage all staff to join us as we harness the power of philanthropy to help us build a thriving community for our seniors, our families, and our staff.

Senior Director of Operations

The Senior Director of Operations reports directly to the Chief Executive Officer and will function as the Long-Term Care Administrator, who oversees the day-to-day operations of Shalom Village Long-Term Care, including that the required care services/programs, administrative, financial, supervisory and human resource functions are provided to ensure the efficient, safe, healthy and fiscally responsible operation of the LTC home while maintaining operational compliance with all government policies/regulations and funding agreements.

A key component of this role is advancing person-centered care, where the needs, preferences, and dignity of each resident are at the heart of every operational and strategic decision. The Senior Director champions individualized care plans, actively collaborates with interdisciplinary teams, and fosters an environment where residents are empowered to make choices about their daily lives. Through ongoing engagement with residents, families, and staff, the Senior Director ensures that care delivery is both respectful and responsive, supporting a culture in which every individual feels valued and heard.

The Senior Director of Long-Term Care Operations will support the organization's commitment to our AT HOME values, continuous quality improvement and utilize their knowledge and experience to enhance the lives of residents and their loved ones. Director of LTC Operations will leverage and enhance skills, coach and be a strong mentor to the team to support growth development.

As the Senior Director of Operations at Shalom Village, you will play a pivotal role in ensuring the efficient and effective management of all operational aspects of our long term care community. You will be responsible for developing and implementing strategic and operating plans that align with our mission to provide exceptional care and services. The ideal candidate will possess a strong character, demonstrating integrity and ethical leadership while fostering a positive attitude within the team. You will oversee facility management, budgeting, and staff development, ensuring that reliability and teachability drive continuous improvement and innovation. Your extensive experience and skills in operations management will be crucial for maintaining high standards and delivering an exceptional experience for residents, families and staff alike.

Key Responsibilities:

1) Leadership and Human Resources Management

- Develop strategies and plans that support Shalom Village's Mission, Vision, AT HOME values and strategic and operational objectives, setting clear goals, timetables, and priorities to ensure timely and steady progress.
- Establish and maintain an organizational environment that enables and encourages all employees to work up to their full potential, through proper orientation, annual mandatory training, and professional development and taking on challenges pertinent to their work.

- Set clear performance standards for each member of the LTC leadership team, and all front-line staff – providing coaching and providing appropriate feedback as required so they work to their full potential and with a positive attitude and with an interdisciplinary / team approach.
- Ensure that Shalom Village LTC recruits qualified and adequate numbers of staff to carry out programs and services within the constraints imposed by budget and operational demands.
- Ensure occupational health and safety policies / procedures exist, practiced and communicated to promote a healthy and safe workplace.
- Participate in the Strategic Planning and Operational Planning activities.

2. Effective Communication and Stakeholder Relations

- Communicate regularly with leaders and staff, Board Members on various committees, medical staff, residents, families, volunteers, external stakeholders and contracted service providers.
- Maintain ongoing, effective communication with department leaders to ensure a thorough understanding of the work and workload in each department for the effective coordination of work between departments. This includes the coordination of the implementation of all interdepartmental systems and processes.
- Ensure policies, processes are in place, monitored and communicated that promotes and maintains positive relationships with all key stakeholders, including residents, families, volunteers, service providers and funders and external partners through effective, cooperative, open, transparent communication.
- Clearly communicate the organizational strategies and goals, changes in government regulations as required to all stakeholders to ensure that all affected can develop and implement care and services with a consistent approach.
- Exchange information, providing direct services, influencing others to provide the best quality care and services to residents and/or specific needs of staff. Discuss issues/concerns over services and helps support resolution.
- Represent the organization within the community and at various tables.

3. Operational and Financial Management

- In collaboration with the Finance Department, responsible for the control and effective utilization of the physical assets and financial resources of Long-Term Care Operations.
- Develop and implement the approved budget on the overall efficient and day-to-day operations of LTC.
- Develop, monitors systems, programs and service delivery and allocation of financial resources.
- Establish and meet operational goals and objectives (annual and long-term).
- Identify opportunities for improving performance and develop plans or business cases to support solutions.
- Establish and maintain systems for monitoring and measuring performance in collaboration with the Manager of Human Resources.
- Ensure policies and procedures are developed, implemented, trained, evaluated and revised annually or more frequently as required by law for all operations.
- Maintain close contact with department managers to ensure a thorough understanding of the work and workload in each department and to ensure the effective coordination of work between departments, including all interdepartmental systems. Provide guidance, support and oversight.

- Maintain and monitor relations with external partners/stakeholders to ensure effective coordination of care and services, ensure contracts exist for clear understanding of expectations from both sides such as Ministry of Long-Term Care; Home and Community Support Services (HCCSS); Advantage Ontario, other professional organizations; other LTC Home Administrators, Vendors/suppliers.
- Requesting and providing relevant information, quotes, information on care and services.
- Discuss issues/concerns over services and develop plans of action for prevention of concerns while addressing any that may be received with quality improvement and learning lens.

4. Quality Improvement/Risk Management

- Maintain well-functioning continuous quality improvement programs and quality metrics directly related to LSAA indicators and performance standards and administrative, operational and management performance standards.
- Ensure operational compliance with all relevant government legislation and regulations, the LSSA and policies and procedures (within allowable variances where applicable).
- Review and act upon the reports of authorized regulatory and inspection agencies within legislated time requirements.
- Ensures thorough investigation and documentation of all resident-related incidents, that they are recorded accurately and take appropriate actions to prevent similar incidents.
- Ensure the environment is maintained and conducive to the safety, comfort and well-being of its residents, families and staff.
- Ensure programs and services are resident centered and evaluated at least annually.
- Demonstrates understanding of, compliance with, and commitment to, resident safety responsibilities and corresponding plans, policies and procedures in order to ensure a safe environment for residents.
- Is accountable for ensuring all staff, volunteers and contractors working within their area(s) of responsibility understand resident/tenant safety practices and comply with established resident safety policies and procedures.
- Development and implementation and evaluation of all programs, care, services and policies.
- Is accountable for emergency management for the long the long-term care home.

5. Clinical Services

- Support the development of processes, evidence-based practices and innovation.
- Lead organization-wide improvement processes/projects as directed and in consultation with the Director of Care and Quality Manager.
- Ensure that educational and coaching processes are in place to ensure that team members at all levels can be coached and directed to improve processes, strategies and activities in relation to care and services.
- In collaboration with the interdisciplinary leadership team, support the generation, interpretation and response to RAI-MDS quality indicators outcome reports.
- Provide subject-matter expertise for the development of required policies and procedures based on current and emerging evidence.
- Reviews business performance monthly and collaborates with team members to identify quality successes and opportunities for improvement.

- Works with the DOC and nursing scheduler to implement staffing models that reflect evidence-based practices and enhance the quality of care and services for residents and team members.
- Performs other duties and responsibilities as assigned by the direct supervisor
- Commitment to enhancing resident and family experience and quality of life through person centered care practices.

Qualifications:

- Post Baccalaureate education in Nursing, Health Sciences or another related field is preferred.
- The successful completion of the Long-Term Care Administrator program is a minimum of 100 hours in duration of instruction time.
- Minimum of 3-4 years of current related experience in Long-Term Care leadership.
- A Minimum of 5 or more years of progressive leadership experience in a managerial or leadership capacity.
- Interest and experience in the not-for-profit, charitable healthcare sector including long term care an asset.
- Proficient Knowledge and experience with relevant Accreditation Standards, Legislation and Regulations governing Long Term Care including the Fixing Long Term Care Homes Act and Ontario Regulation 246/22, The Occupational Health and Safety Act, etc and proved track record of knowledge application.
- Understanding of healthcare legislation, regulations, compliance standards, and accreditation processes specific to long-term care.
- Quality Improvement and risk management skills are required for this role. The Senior Director of LTC will spearhead innovation, quality improvement initiatives and research opportunities while driving transformative changes that enhance care and service delivery and operational efficiency while implementing emerging practices with support from the Quality Manager.
- Advanced knowledge of budgeting, financial planning, analysis and procurement practices.
- Understanding and ability to use financial data in decision-making and planning, while being the most responsible leader for the Long-Term Care operational budget.
- Strong leadership skills to motivate and guide teams, fostering an environment of collaboration and excellence in accordance with AT HOME values.
- Strong analytical and problem-solving skills to address complex issues affecting the operations and resident care.
- Strong interpersonal skills with the proven ability to build credibility and strong partnerships at all levels by fostering positive relations with employees, unions and external partners through engagement and leadership.
- Exemplary written and verbal communication skills with the ability to foster respectful and effective working relationships with board committee members, leadership and frontline team members and senior external stakeholders, donors, residents and families.
- Exemplary planning, time management, multitasking and organizational skills with a demonstrated ability to set priorities for self and the team while meeting required deadlines, be detail oriented but also able to see the macro picture of the LTC and make recommendations appropriately.
- Awareness and sensitivity to diverse cultural, social, and economic backgrounds of residents, families, volunteers and staff.

*****Although we value candidates who possess the full range of qualifications listed, we encourage individuals who believe they meet most of the criteria to apply. We recognize that diverse experiences and perspectives enrich our team and contribute to our collective success.*****

Shalom Village is committed to diversity and inclusivity. We are excited to hire people whose skills, attitude, and abilities contribute to the success of the organization and who reflect the values of our community.

***Shalom Village recognizes that the right fit for a position is more than just a list of criteria. If you believe you may be a good candidate, but you don't meet all the criteria, please apply, and tell us why you're a great fit in your cover letter. You may be just the person we are looking for.*