



POSITION TITLE:	Director, Support Services	POSITION NUMBER:	Excluded Position
DEPARTMENT:	Support Services		
SUPERVISOR'S TITLE:	Chief Executive Officer	SUPERVISOR'S PHONE:	250.658.3200

PROGRAM

Broadmead Care Society (BCS) is a vibrant non-profit health care provider in Victoria, BC with a reputation for high quality, innovation and leading practices. The BCS is funded by Island Health, Veterans Affairs Canada and BC Housing to provide a range of services including residential complex care and adult day programs for Veterans, seniors, and adults with disabilities.

BCS operates in a 24-hour, 7-day per week environment employing approximately 450 employees at three distinct worksites. Occupations include registered and licenced practical nurses, registered care attendants, social workers, therapy staff, food service, housekeeping, laundry, administrative, management and other staff.

Unionized employees belong to the Broadmead Employees' Association, a poly-party certification consisting of two unions: the BC Nurses' Union (BCNU), representing registered nurses and licenced practical nurses, and the BC Government and Service Employees' Union (BCGEU), which represents all other unionized employees.

POSITION SCOPE

Reporting to the CEO of the Broadmead Care Society (BCS), the Director of Support Services provides leadership at both a strategic and operational level to help build a high performance culture that reflects the shared values of the Broadmead Care Society and fosters a work environment where employees are engaged and aligned with organizational objectives.

The Director leads the Support Services Department for the BCS. This includes facilities planning and construction, maintenance of buildings and equipment, energy management, food services, housekeeping and laundry services, grounds keeping, fleet maintenance, pest management services, purchasing, stores, parking, emergency planning, and utilities systems.

The Director leads a team of approximately 90 employees including 6 direct reports who are included in the bargaining unit and who supervise various sections.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

- Develops and manages annual operating and capital budgets, including long range capital plan. Ensures purchases and expenditures are within budget guidelines.
- Administers and oversees a variety of plant maintenance and environmental service programs to ensure a safe, clean and healthy environment for residents, visitors and staff. Services include housekeeping, laundry, plant maintenance, grounds keeping, pest and waste management, fleet maintenance, purchasing, stores, product distribution, and construction.
- Administers and oversees food service operations including catering and meal service for all BCS sites.
- Maintains and protects the BCS's physical assets by ensuring the environment is secure, technically sound, well maintained and that furnishings and equipment and are in good working order.
- Develops, evaluates and monitors work routines to ensure the BCS maintains an acceptable standard of cleanliness and to prevent the spread of infection within sites.
- Develops and maintains emergency plans and training aids for all facilities.
- Manages an in-house laundry operation responsible for laundering over 750,000 pounds of laundry annually.
- Develops, manages and approves contracts for outside services, and makes recommendations for new/changed services.
- Monitors energy use and consumption of the BCS, and ensures optimum energy efficiency. Identifies opportunities

for cost savings.

- Establishes and implements short and long range organizational goals, objectives, policies and procedures and monitors their operational effectiveness or need for modification.
- Maintains and executes the BCS's capital renewal plan.
- Participates in requests for external funding and oversees the design and construction of new initiatives. Prepares cost estimates, capital project requisitions and directs capital improvement projects.
- Manages departmental human resources either directly or through subordinate supervisors in the areas of recruitment, selection, training, attendance management and performance evaluation of staff.

DIRECT SUPERVISION

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	6	
Supervises staff through subordinate supervisors	43	40

QUALIFICATIONS

Education and Experience:

- Undergraduate degree in a related discipline
- Professional designation in facilities management (FMP, SMA)
- Recent food service management experience in the health care sector is preferred
- Minimum of 7 years of progressive management experience with proven operational excellence, customer service and innovation in a facilities environment.

Knowledge, Skills and Abilities:

- Extensive knowledge of architectural, electrical, and mechanical building operating systems including fire protection, and communication systems.
- Knowledge of the organization of food services in an institutional setting and the special requirements of therapeutic nutrition.
- Experience in facilities project management, estimating, scheduling, quality assurance, resource allocation and cost control.
- Ability to excel in a senior leadership role providing training, guidance, direction and advice.
- Ability to communicate effectively with a demonstrated ability to create and maintain effective working relationships.
- Strong organizational and prioritization skills with the ability to multi-task in a fast paced and change oriented environment.
- Proficient in the use of Microsoft Office suite and applications with the ability to operate standard office equipment.