



JOB POSTING

Position: General Manager

Location: Guru Nanak Diversity Village, Surrey

Hours Required: Full Time

Salary/Wage: \$115k-\$118k

PICS Society is seeking a **General Manager** for Guru Nanak Diversity Village Care Community. The General Manager will be part of the Senior Management and Administration team in the PICS Society's hierarchy. For the operations of the GNDV Care community, the General Manager will report to and take directions from the Regional Director, Optima Living.

Position Summary

The General Manager is responsible for the **overall leadership, management, and day-to-day operation of the Long-Term Care community**, ensuring that residents receive safe, compassionate, high-quality culturally sensitive care in a respectful and homelike environment. The General Manager provides strategic and operational leadership across **resident services, clinical care, staffing, finance, environmental services, food services, health and safety, quality improvement, risk management, and regulatory compliance**. The position works closely with the Director of Care, clinical leadership team, department managers, physicians, allied health professionals, residents and families, employees, government/regulatory bodies, and community partners.

Key Responsibilities

Talent Management

- Builds and nurtures a strong interdisciplinary team of Managers and Front-line employees (sourcing, selecting and onboarding key talent).
- Sets and implements site-level vision, mission, values, and organizational strategies.
- Drives results through others.
- Actively plans for growth and successions in pipeline development.
- Inspires a diverse, employer-of-choice culture with a focus on "Let Us Welcome You Home".
- Provides coaching and mentoring.
- Conducts performance evaluations.
- Promotes team building and engagement.

Ensure Our Commitment to Best in Class and Excellence

- Rewards and recognizes those who embody our “best-in-class approach” and those who live by our credo of “let us welcome you home”.
- Maintains compliance with provincial legislation and accreditation standards.
- Interacts with residents to resolve enquiries in a friendly, service-oriented manner.
- Complies with the Occupational Health and Safety Act, Workplace Safety and Insurance Act, and Workplace Hazardous Material Information System, including recognizing health and safety hazards, reporting incidents, fulfilling responsibilities under the applicable legislation, and participating in in-services and fire drills.

Financial Competencies

- Creates and implements **budgets**.
- Makes informed decisions about managing within a budget.
- Demonstrates the ability to analyze data and financial statements, establishing targets and driving results.

Managing Relationships

- Inspires a positive culture for residents, families, and employees.
- Forges strong positive partnerships with our external stakeholders and suppliers to advance organizational priorities (stakeholder awareness).

Qualifications:

Education

- Bachelor’s or Master’s degree in Health Administration, Business Administration, Nursing, Gerontology, Healthcare Management, or a related discipline preferred.
- Relevant professional designation or graduate education is an asset.

Experience

- Minimum of five (5) years relevant health management experience including budgeting, operating statement analysis, labour relations and a thorough awareness of applicable legislation governing LTC operations.
- Demonstrated experience managing multidisciplinary teams.
- Experience with budgets, financial management, staffing, quality improvement, and regulatory compliance.
- Experience dealing with residents, families, healthcare professionals, government agencies, and external stakeholders.
- Experience managing complex operational and employee-relations issues.

Miscellaneous

- Other duties as assigned to support operational requirements.
- Strong knowledge and understanding of the customs and sensitivities of different cultures.
- Fluency in **Punjabi, Hindi and Urdu** will be an asset.
- Attend PICS Society’s management and Board meetings, as required, to provide reports and updates.

Other Requirements

- Must provide a complete and current Vulnerable Sector Check (including a Criminal Background Check).

About PICS and Optima Living:

Progressive Intercultural Community Services (PICS) Society is a registered community-based non-profit, multi-service organization that has served the community since 1987. PICS Society assists youth, seniors, women, and the local community members by providing a comprehensive network of services and programs in the Lower Mainland and operates a Seniors Housing facility that includes assisted living, independent living, adult daycare program.

PICS Society is currently developing the next level of care with **Guru Nanak Diversity Village (GNDV)**, a culturally sensitive “complex care” or “long-term care” Care Community that will meet the needs of seniors who require the support of full care services. **Scheduled to open in January 2027**, this facility will comprise of a **3-storey, 125-bed residential care** that will deliver licensed residential care to South-Asian seniors living in the Lower Mainland.

PICS Society has appointed **Optima Living as the official managing partner for the GNDV facility**. Optima Living (founded in 2007), operates innovative seniors’ living communities throughout Alberta and BC, taking an unprecedented approach to senior life. Optima Living’s unique company culture is one where both residents and team members are family.

Optima Living is leading the recruitment for the **General Manager position** and will be accepting applications, screening and shortlisting potential candidates. Please click on the link [General Manager - Optima Living - Career Page](#) to upload your application.

(PICS Society is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please)