



JOB POSTING

Position: Director of Care (DOC)

Location: Guru Nanak Diversity Village, Surrey

Hours Required: Full Time

Salary/Wage: \$107k - \$110k

Position Summary

The **Director of Care** at **Guru Nanak Diversity Village Care Community** provides strategic and operational leadership for the delivery of safe, high-quality, person-centred resident care, ensuring compliance with regulatory standards and organizational policies. Reporting to the General Manager, the Director of Care manages daily clinical operations, supports care planning and documentation, oversees staffing and budget functions, and coordinates resident care to ensure evidence-based care.

Key Responsibilities

Responsibilities

Leadership and Team Oversight

- Provides leadership, support, guidance and mentorship to the clinical team.
- Provides oversight and direction to the clinical team through coordination of work routines to meet the daily needs of residents.
- Supports the implementation and proper interpretation of policies and procedures.
- Conducts and attends team meetings; serves on committees as applicable.
- Ensures team members comply with all relevant Occupational Health and Safety regulations.

Core Deliverables

- Leads the development, implementation, evaluation, and revisions of care-related goals, objectives, and outcomes.
- Ensures that care programs are delivered in accordance with the nursing philosophy, goals, and standards of care while complying to all governing regulations.
- Develops interdisciplinary care and service plans and other case management tools.
- Assists in developing and managing resident comprehensive care plans and individual service plans and evaluates current and future resident needs.
- Ensures there is ongoing development of resident's short and long-term plans and requirements.
- Oversees that comprehensive health assessments to identify residents' strengths, challenges, and goals, including required documentation are conducted.
- Ensures resident independence, autonomy, and personal choice by using managed risk agreements and thoughtful, ethical decision-making.

- Reviews all resident applications for move in to determine the appropriate level of care and manages the move ins and move outs.

Optima Community Engagement

- Ensures communication with residents, families and team members is managed effectively, with empathy and responsiveness.
- Fosters a supportive and trusting relationship with residents to promote their overall well-being.
- Collaborates with other team leads within the community to ensure that goals and planned changes are monitored and reviewed.
- Connects residents with community resources, health services, and educational opportunities.
- Provides guidance on nutrition, physical activity, chronic disease management, mental health, and social engagement.
- Solicits regular resident and family feedback from surveys and other means.

Budget and Financial

- Participates in the operational, budgetary, and capital planning processes.
- Forecasts budget requirements as well as monitors and approves expenditures.

Quality Assurance

- Performs and evaluates organizational audits and key performance indicators and shares the results for quality improvements.
- Investigates and documents incidents and complaints, ensuring prompt corrective actions.
- Manages risks, communicates problems and finds solutions for quality improvements and risk mitigations.
- Reviews external quality and inspection reports in collaboration with the General Manager.
- Maintains accurate records by ensuring necessary documentation and reporting systems are in place.

Operational and Administrative Systems

- Liaises with Health Authority to ensure pre-screening for suitability and to support timely resident move-ins to available accommodations.
- Liaises with Health Licensing, professional organizations, and other agencies and participates in quality improvement programs.
- Liaises with external governing and regulatory groups involving members of the interdisciplinary team e.g. Health Authority, Public Trustee, as necessary.
- Collaborates with external clinical leads and health care professionals.
- Determines and maintains appropriate staffing levels (as per CBA if applicable) and interviews and hires qualified personnel in consultation with the General Manager.
- Oversees the onboarding and orientation of the team.
- Manages performance evaluations and improvement strategies.
- Ensures team members participation in the annual continuing education program.
- Resolves conflicts and takes appropriate corrective action as needed.

- Verifies and maintains all clinical staff are working within their scope of practice.
- Supports the Community Relations Coordinator in providing tours of the community as needed.

General

- Promptly reports unsafe conditions, incidents, or concerns to supervisor, General Manager or Health & Safety Committee.
- Identifies maintenance issues and reports them following established maintenance procedures.
- Responds promptly during emergency codes in alignment with organizational standards and protocols.
- Contributes to quality improvement initiatives by sharing ideas and providing feedback.
- Ensures adherence to infection control policies and procedures through regular audits, observations, and investigations.
- Maintains strict confidentiality of resident medical and personal information in accordance with privacy legislation.
- Completes orientation upon hire and annual mandatory education as assigned.
- Supports new team members through their orientation process.
- Respects and upholds the Resident Bill of Rights and the Assisted Living Rights of Residents.
- Performs other duties as required to support operational needs.

Qualifications & Experience

- Graduate from an approved school of nursing.
- Maintains a current license to practice from the BC College of Nurses and Midwives (BCCNM).
- Minimum of one (1) year nursing leadership experience in a residential care or mental health environment is required.
- Maintains an active CPR and First Aid certification.
- Knowledge of aging-related issues, chronic diseases, and evidence-based wellness practices is required.
- Demonstrates a therapeutic approach to the delivery of care.
- Skilled in financial oversight and funding strategies in residential care.
- Ability to provide hands-on education and training.
- Proficient in computer literacy with the ability to learn software such as Point Click Care, EMAR, Yardi.
- Knowledge of Labour and Employment Standards, including union and collective agreements, is an asset.
- Proven ability to work collaboratively as part of an interdisciplinary team
- Energetic and supportive leader who drives team engagement and morale while consistently leading by example.
- Communicates in an approachable and respectful manner with the temperament to deal tactfully and cooperatively in all interactions.
- Strong organizational, planning, and problem-solving skills, with the ability to manage priorities effectively.
- Strong written communication skills with the ability to present professional documents with clarity.
- Experienced in crisis intervention.
- Ability to manage and resolve difficult and challenging situations effectively and respectfully.

- Physical and mental ability to carry out the duties of the position including adherence to provincial health legislations.
- Ability to operate all equipment safely following approved practices and protocols.
- Computer literacy skills required.
- Flexibility to work a variety of shifts including weekends and evenings and respond to on-call duties during off-hours.

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.
- 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.

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.

All GNDV positions will work in alignment with Optima Living’s mission, vision, and values, promoting person-centered care by respecting the uniqueness, dignity, and self-determination of residents to promote maximum personal and functional independence. The duties will be performed within the framework of established organizational policies and procedures, industry best practices, while adhering to applicable regulations and standards.

Optima Living is accepting applications for the Director of Care position at the GNDV facility. Please click on the [Director of Care - 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)