



## **JOB POSTING**

**Position:** Hospitality Manager

**Location:** Guru Nanak Diversity Village, Surrey

**Hours Required:** Full Time

**Salary/Wage:** \$62,500 a year

### **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.

### **Position Summary**

Reporting to the General Manager, the Hospitality Manager is responsible for leading and coordinating dining services and housekeeping operations to ensure residents live in a safe, clean, and welcoming environment.

This role monitors service delivery and standards, and ensures regulatory compliance, operational efficiency, and strong resident satisfaction.

All duties and responsibilities are carried out 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. These duties are performed within the framework of established organizational policies and procedures, industry best practices, while adhering to applicable regulations and standards.

### **Responsibilities**

#### Leadership and Team Oversight

- Provides leadership, support, guidance and mentorship to the dining room and housekeeping teams.
- Provides oversight and direction to the dining room and housekeeping teams through coordination of work routines.
- Conducts and attends team meetings; serves on committees as applicable.
- Ensures team members comply with all relevant Occupational Health and Safety regulations
- Fosters a positive dining experience that promotes dignity, choice, and comfort for residents.

### Core Deliverables

- Leads the development, implementation, evaluation, and revisions of dining room and housekeeping related goals, objectives, and outcomes.
- Ensures timely and accurate meal service that meets residents' dietary needs and preferences.
- Collaborates with the culinary team to address special diets, menu changes, and resident feedback.
- Monitors food quality, presentation, and portion control.
- Supports and participates in special events and functions within the community.
- Ensures complete and accurate SDS manuals are readily available, and that appropriate safety labeling and signage is throughout the building.
- Develops guidelines and protocols for the safe use and deployment of housekeeping and laundry equipment.
- Ensures preferred vendor equipment is operational and effectively sanitizes and dispenses chemicals.
- Works collaboratively with the maintenance teams to ensure housekeeping and laundry equipment remain in good working order.
- Monitors and maintains inventory of cleaning and laundry supplies ensuring cost-effective usage and timely ordering.

### Optima Community Engagement

- Ensures communication with residents, families and team members is managed effectively, with empathy and responsiveness.
- Collaborates with other team leads within the community to ensure that goals and planned changes are monitored and reviewed.
- Adapts meal plans based on resident feedback and changing dietary needs.
- 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 external governing and regulatory groups as necessary.
- Resolves conflicts and takes appropriate corrective action as needed.
- 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**

- Minimum of one (1) year leadership experience in a residential care or mental health environment is required.
- Minimum of one (1) year experience in housekeeping or food services.
- Must maintain membership with the Canadian Society of Nutrition Management (CSNM).
- Maintains an active Food Safe certificate.
- CPR and First Aid certification is an asset.
- Knowledge of Labour and Employment Standards, including union and collective agreements, is an asset.
- 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.
- 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).



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 Hospitality Manager at the GNDV facility. Please click on the [Hospitality 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.

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