



Opportunity Profile

MANAGER OF SENIORS' SERVICES
THE CRIDGE CENTRE FOR THE FAMILY

NELSON/KRAFT
AND ASSOCIATES

Position

The Cridge Centre for the Family in Victoria, BC, is seeking a Manager of Seniors' Services. Reporting to the CEO and leading the Seniors' Services team, this role provides strategic leadership to deliver high-quality, person-centred programs that reflect the organization's mission and values. The manager oversees departmental operations, strengthens service delivery systems, and supports continuous improvement and long-term program growth. As an advocate for residents and staff, the manager fosters an environment that promotes quality of life, operational excellence, and employee well-being. The successful candidate must personally affirm the organization's Statement of Faith as outlined in the Bylaws.

If you excel in healthcare management, property management, seniors' services and have a passion for demonstrating the love of Jesus Christ through serving your community, we would like to hear from you.

Compensation

Full-time annual salary of \$89,000-92,000, plus extensive benefits package and enrollment in the Municipal Pension Plan.

Timeline and Details

Application Deadline: open until a suitable candidate is found

Anticipated Start Date: Negotiable

Location

1307 Hillside Ave, Victoria, BC

Status

Full-Time, Exempt. 37.5 hours per week



Our Story

For over 150 years, we've been at the heart of our community, providing essential support, restoring hope, and building connections. What began as a small orphanage in 1873 has evolved into a multi-service organization, serving over 2400 individuals annually. From childcare services to senior living, including specialized programs like our Brain Injury Services and The Cridge Transition House for Women, we're committed to delivering meaningful and effective support.

We have officially adopted the United Nations Declaration on the Rights of Indigenous Peoples and are actively seeking reconciliation with our First Nations' neighbours. We continue to grow and develop in meeting the ongoing needs of the community as an expression of our Christian faith.



Vision

Abundant Life.

Mission

Providing excellence in support, housing, education, and community, we work together to restore hope and a future to those overcoming the challenges before them.

Values

Act justly. Love mercy. Walk humbly.

Key Responsibilities

Departmental Operations

- Develops strategic leadership and oversight for all operational departments, ensuring efficient, high-quality service delivery.
- Oversees and delegates residency applications and coordinates with Island Health on admissions and discharges to support seamless resident transitions.
- Provides vision, oversight, and direction to all program and operations ensuring alignment with organizational values.
- Promotes culturally sensitive, person-centered service delivery, recognizing and respecting residents' diverse ethnic, spiritual, and life experiences.
- Provides senior oversight of tenant safety and risk management, identifying emerging concerns and implementing appropriate preventative measures.

Financial Management

- Partners with the Director of Finance and/or CEO to provide strategic leadership in designing and managing funding initiatives.
- Proactively builds partnerships and generates revenue to support ongoing growth, operations, and staff development.
- Partners with the CEO and/or Director of Finance to determine rental pricing strategies that align with and support overall budget planning and financial sustainability.
- Collaborates with the CEO and or Director of Finance, negotiates funding contracts ensuring alignment with long-term fiscal sustainability.

Staff Engagement and Spiritual Leadership

- Proactively engages with staff to address concerns, identify professional development opportunities, and assess training and operational needs.
- Facilitates meetings with department heads and team leaders to promote alignment, collaboration, and consistency with organizational goals.
- Leads the creation and implementation of staff training, development, and growth initiatives.

Community Development and Communication

- Serves as the primary representative of the Seniors' Centre and The Cridge Centre in external engagements with donors and other key stakeholders.
- Maintains regular, proactive communication with residents through both formal and informal channels.
- Leads strategic partnerships with service providers to enhance program visibility, advocate for clients, optimize resources, and improve service delivery.

Experience and Qualifications

Experience

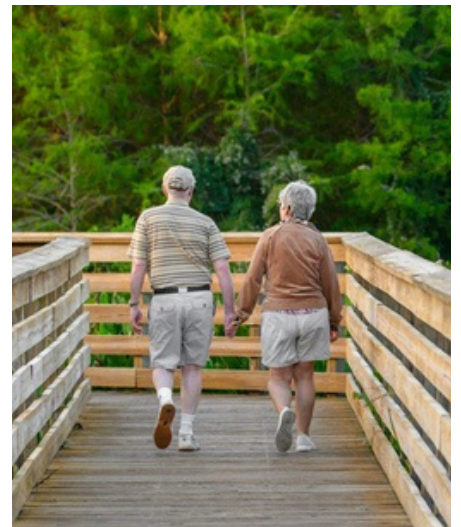
- Minimum of five years of experience in senior services, with extensive expertise in healthcare management, including some experience in property management.
- At least four years of experience managing large-scale non-profit program budgets of \$500,000 or more.
- Minimum of three years of supervisory experience in a unionized environment, demonstrating effective leadership and team management.
- Or an equivalent combination of education, training and experience.

Qualifications

- Undergraduate degree in business administration or health care administration.

Skills and Abilities

- Exceptional written and verbal communication skills.
- Strong analytical skills, with experience using data to inform strategy and measure outcomes.
- Ability to work collaboratively with teams and independently with minimal supervision.
- Strong client and staff advocacy skills.
- Understanding of Accessibility Standards.
- Ability to respond to media situations and recent First Aid/CPR training.
- Ability to document incidents, evaluations, funding reports, and progress updates.
- Ability to supervise, motivate, and support staff and coordinators.



To Apply

Forward your resume and cover letter to info@nelsonandkraft.com.

Please note, qualified candidates for this search must be legally able to work in Canada.

This search is for an existing vacancy.

The Cridge Centre for the Family welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard for race, color, gender, or national origin.