



Opportunity Profile

CHIEF OPERATING OFFICER
SOUTH COUNTRY VILLAGE

NELSON/KRAFT
AND ASSOCIATES

EXECUTIVE SUMMARY

South Country Village is seeking a wise, capable, and values-aligned Chief Operating Officer to provide senior operational leadership during an important season of growth, transition, and continued service to seniors in Medicine Hat, Alberta.

This is a significant executive leadership opportunity for a leader who is both operationally strong and personally grounded — someone who can bring clarity, stability, follow-through, and healthy accountability to a growing Christian seniors care organization. The COO will help restore and strengthen operational stability while the CEO and board continue to focus on construction funding, government-related matters, and future direction.

South Country Village is a multifaceted Christian-based seniors community focused on holistic health and wellness. Its mission is to provide quality care for the physical, spiritual, emotional, and social needs of the elderly in a loving Christian environment. The next COO will have the opportunity to bring operational strength, leadership stability, clear accountability, and mission-aligned stewardship to an organization that is preparing for its next chapter of service.

This is a meaningful opportunity for a seasoned operations leader to serve a respected Christian seniors care organization at a pivotal moment in its history.





WHO WE ARE

Located in Medicine Hat, Alberta, South Country Village is a Christian-based, not-for-profit seniors' community with a long history of serving older adults across the care continuum. The organization offers a range of living and care options intended to support aging in place, including independent living, assisted/supportive living, and continuing care services.

South Country Village seeks to serve residents with honour, respect, reverence, and dignity, regardless of age, race, or religious belief. The organization is committed to compassionate care, operational stewardship, and strengthening the quality of life of residents, families, staff, and the broader community.

For more information on the history of South Country Village and its aspirations for the future, see this [video](#).



POSITION SUMMARY

Reporting to the Chief Executive Officer, the Chief Operating Officer is responsible for providing day-to-day leadership and oversight of key operational functions at South Country Village. The COO will provide leadership in human resources, IT, general administration, contract management, accreditation and policy oversight, and collaboration with the Maintenance Manager on capital projects and repairs.

The COO will work closely with the CEO, senior leadership team, board representatives, managers, staff, residents, families, vendors, government partners, and other stakeholders to ensure that South Country Village continues to operate with excellence, accountability, compassion, and financial stewardship.

This role is especially important because South Country Village is in a period of growth and operational complexity. Current priorities include strengthening day-to-day operational focus, supporting growth in contracted care beds and independent living spaces, revamping assisted living areas for sustainability, and maintaining a strong reputation for care while older buildings and new construction realities are managed well.



OUR MISSION

The Mission of South Country Village is to provide quality care for the physical, spiritual, emotional, and social needs of the elderly in a loving Christian environment.

OUR VISION

Through its comprehensive care program, South Country Village endeavours to fulfill this by treating each person with honour, respect, and reverence as it is the right of every person to live a life of dignity.

KEY RESPONSIBILITIES

Operational Leadership

- Provide senior leadership to the day-to-day operations of South Country Village, ensuring that programs, services, systems, and administrative functions operate effectively and in alignment with the organization's mission, values, strategic plan, and board-approved direction.
- Provide clear operational leadership across departments and support the effective functioning of the senior leadership team.
- Help re-establish clear lines of authority, accountability, and decision-making within the organization.
- Ensure operational priorities are understood, resourced, tracked, and completed.
- Strengthen systems that support timely follow-through, communication, and organizational coordination.
- Support a healthy workplace culture rooted in trust, respect, clarity, and shared commitment to the mission.



Contract Management & Compliance

- Monitor and oversee key organizational contracts, including government, insurance, vendor, and contracted worker agreements, ensuring that South Country Village adheres to associated contract conditions.
- Review and monitor contractual obligations.
- Support strong vendor and partner relationships.





- Ensure key deadlines, reporting requirements, renewals, and compliance obligations are tracked and completed.
- Work with appropriate leaders to identify risks, gaps, and required follow-up.

Administration, Accreditation & Policy Oversight

- Provide oversight to administrative systems, accreditation readiness, and policy review processes, including maintaining the schedule of policy review and revision.
- Ensure organizational policies are reviewed, updated, communicated, and implemented.
- Support accreditation-related processes and internal readiness.
- Strengthen administrative systems that support compliance, quality, safety, and operational effectiveness.
- Ensure key organizational documentation is current, accessible, and aligned with best practices.



Facilities, Maintenance & Capital Projects

- Work with the Maintenance Manager to oversee and strategize capital projects and repairs as finances allow.
- Support planning, prioritization, and oversight of capital maintenance and repair needs.
- Help balance current facility needs with future growth and construction realities.
- Support the organization's ability to maintain a strong reputation for care in older buildings while preparing for new or improved spaces.
- Work with the CEO, CFO, Maintenance Manager, and other leaders to align facility decisions with available financial resources.



Strategic & Financial Stewardship

- Support the CEO and CFO in stewarding organizational resources wisely, translating strategic priorities into practical operational plans and disciplined follow-through.
- Translate strategic priorities into operational plans.
- Support budget discipline and operational sustainability.
- Identify efficiencies, risks, and opportunities for improvement.
- Support future growth in care beds, independent living, assisted living, and related services.
- Ensure operational decisions are consistent with mission, resident care, staff capacity, and financial realities.

Culture, Staff Leadership & Accountability

- Strengthen organizational culture by building trust, supporting healthy accountability, and helping leaders understand decision rights, reporting relationships, and expectations.
- Build trust with managers and staff through clear, respectful, and consistent leadership.
- Support senior leaders in understanding decision rights, reporting relationships, and accountability expectations.
- Address challenges directly while maintaining respect and dignity.
- Encourage collaboration without undermining clarity of authority.
- Support staff who are strongly committed to the mission and vision of South Country Village.

Resident-Centred Service & Quality Care

- Help ensure that operational systems, staffing, contracts, facilities, and policies support excellent resident care and a strong resident experience.
- Champion a resident-centred approach across operational departments.
- Support safe, respectful, and dignified care environments.
- Ensure operational decisions consider the needs of residents, families, staff, and the broader community.
- Protect and strengthen South Country Village's reputation for compassionate care.

CURRENT CONTEXT & PRIORITIES

The next COO will join South Country Village during a significant season of transition and complexity. The CEO has indicated a desire to remain available for orientation, while the organization continues to navigate growth, construction and financing pressures, and long-term planning.

Immediate Priorities

- Bring renewed stability and attention to day-to-day operations.
- Support clarity of authority and healthy leadership practices.
- Monitor contracts, policies, and accreditation requirements.
- Work with the Maintenance Manager on capital repairs and projects.
- Help operational leaders regain focus while the CEO and board address construction funding and future-facing matters.

Longer-Term Priorities

- Support growth in contracted care beds within existing spaces.
- Support growth in independent living spaces.
- Help assisted living areas operate sustainably.
- Maintain a strong reputation for care in older buildings while transitioning toward newer facilities.
- Support staff who remain strongly committed to the organization's vision and mission.

QUALIFICATIONS

The ideal candidate will be a mature, wise, and mission-aligned leader with strong operational instincts and a collaborative but decisive leadership style.

- Operationally strong — able to bring order, clarity, systems, and follow-through.
- Relationally mature — able to build trust while addressing hard issues directly.
- Discreet and loyal — able to work with confidential information and support the CEO and board's direction.
- Mission-aligned — able to lead in a Christian care environment with humility, wisdom, and conviction.
- Deadline-oriented — able to complete work, track priorities, and ensure accountability.
- Steady under pressure — able to lead through ambiguity, complexity, and organizational change.
- Respectful and courageous — willing to address conflict or resistance without becoming harsh or reactive.

QUALIFICATIONS & EXPERIENCE

- A degree in business, health administration, nonprofit leadership, management, or a related field.
- Senior leadership experience in continuing care, seniors living, healthcare, nonprofit operations, hospitality, or a similarly complex service environment.
- Proven experience in operational leadership, administration, compliance, policy, contracts, and team leadership.
- Strong understanding of human resources, financial management, and project management.
- Experience working with government contracts, funding environments, accreditation, and/or regulated care settings would be an asset.
- Demonstrated ability to manage competing priorities and bring initiatives to completion.
- Strong verbal communication and listening skills.

FAITH & VALUES ALIGNMENT

The COO must be aligned with the Christian identity and mission of South Country Village. The successful candidate will demonstrate a personal and professional commitment to leading in a manner consistent with Christian values, including integrity, humility, service, compassion, respect, wisdom, and faithful stewardship.

ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline and details for this search:

Location: Medicine Hat, AB

Application Deadline: September 15, 2026

Short List Interviews: September/October 2026

Start Date: TBD

This position is currently available

HOW TO APPLY

Apply online at nelsonandkraft.com/jobs with your cover letter and resume. You must be eligible to work in Canada.

Nelson/Kraft & Associates Inc. is an executive consulting firm that specializes in working with not-for-profits and for-profit businesses across Canada, assisting them in the placement of senior executives and directors.

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OUR SEARCH TEAM



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MARK KRAFT LEADING THE SEARCH

Mark is a trusted and sought-after executive search leader, with over 20 years of combined experience in the public and private sectors. Bringing a deep level of care and commitment to his clients, Mark has successfully led over 100 executive talent searches across Canada, for roles ranging from CEO to CFO, to COO. With his breadth and depth of experience, Mark has become a respected advisor and go-to expert for non-profit, charity, and faith-based organizations looking to source top executive talent.



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MATT ROBBERSTAD SUPPORTING THE SEARCH

Matt is an accomplished Talent Acquisition Manager with a strong background in the non-profit sector. With over a decade of leadership experience in recruitment and retention, he has a proven record of success. Matt has effectively managed end-to-end recruitment processes for a wide range of positions at Christian Horizons, a major faith-based developmental service organization in Canada. His extensive expertise in recruitment and selection enables him to identify the ideal candidates for various organizational roles.



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ALEXA KROEKER SUPPORTING THE SEARCH

With extensive experience in executive and board assistance, Alexa combines her recruitment expertise with a keen understanding of organizational needs to build high-performing teams. She's adept at crafting compelling job descriptions and leveraging advertising strategies to attract the best candidates for your organization. From the initial kickoff meeting, Alexa listens attentively to understand the nuances of your ideal candidate, ensuring a tailored and effective recruitment approach.