



Manager, Support Services Permanent Full Time

The Support Services Manager is a member of the leadership team and is responsible for the management functions of Environmental Services, Maintenance, Purchasing, Security, and Stores. The Manager is responsible for leading teams, planning and organizing departmental functions, including risk management, and fiscal responsibilities. The Manager acts as an internal and external liaison with key partners, promoting the hospital's purpose statement, values, and ensuring overall organizational effectiveness. The position plays a major role in providing information, analysis, and advice to assist in decision making on an operational and strategic basis. Other major duties include complaint resolution, performance development, and actively participating on various committees throughout the organization.

Key Outcomes and Responsibilities:

1. Portfolio Leadership and Development

- **Outcome:** Lead and develop a cohesive, skilled, and motivated team.
 - Lead, train, and evaluate staff across all departments within the portfolio.
 - Foster a culture of continuous improvement, teamwork, and accountability.
 - Implement professional development plans to enhance team skills and performance.
 - Promote effective communication and collaboration within the team and with other hospital departments.
 - Monitor and manage portfolio budgets, seeking opportunities for cost savings and efficiency improvements.
 - Follow safe and healthy work practices to minimize risk to self, other staff, patients and visitors.
 - Adhere to safe and healthy work practices in compliance with the Occupational Health and Safety Act and its Regulations and the occupational health and safety policies and procedures of the Hospital.

2. Environmental Services & Biomedical Engineering

- **Outcome:** Ensure a clean and safe environment throughout the hospital.
 - Supervise the Environmental Services team, ensuring all areas of the hospital meet high standards of cleanliness and hygiene.
 - Develop and implement cleaning protocols and schedules in line with healthcare regulations and best practices.
 - Monitor and improve infection control measures, ensuring compliance with health and safety standards and IPAC requirements.
 - Conduct regular inspections and audits to identify and address areas needing improvement.

3. Maintenance & Security

- **Outcome:** Ensure all hospital facilities, emergency preparedness plans, and equipment are in place, operational and well-maintained.
 - Provide support to Maintenance Supervisor to ensure timely and effective repairs and preventive maintenance.

4. Purchasing and Procurement

- **Outcome:** Efficiently manage the procurement of supplies and services, ensuring timely availability and cost-effectiveness.

- Oversee the purchasing process, from vendor selection to contract negotiation and order placement.
- Develop and maintain relationships with vendors and suppliers to ensure high-quality and reliable service.
- Implement procurement policies and procedures to ensure transparency and compliance with hospital standards.

4. Stores and Inventory

- **Outcome:** Maintain optimal inventory levels and ensure the availability of essential supplies and equipment.
 - Oversee inventory management, ensuring accurate tracking and timely replenishment of stock.
 - Implement inventory control systems to minimize waste, prevent stockouts, and ensure the availability of critical supplies.
 - Conduct regular inventory audits and reconcile discrepancies promptly.
 - Develop and manage storage solutions to maximize space utilization and accessibility.

6. Customer Service and Communication

- **Outcome:** Enhance the experience of patients, staff, and visitors through effective facilities management.
 - Serve as the primary point of contact for facilities-related concerns, ensuring prompt and satisfactory resolution.
 - Communicate regularly with hospital staff and administration about facilities management activities, projects, and priorities.
 - Conduct regular meetings with departments to assess needs and adjust services accordingly.
 - Ensure high levels of satisfaction among patients, staff, and visitors regarding the hospital environment.

EDUCATION/EXPERIENCE:

- Bachelor's degree in Facilities Management, or a related field preferred.
- Minimum of 3 years of experience in facilities management, including emergency preparedness, preferably in a healthcare setting.
- Completion of leadership development courses an asset.
- Excellent leadership, organizational, and communication skills.
- Strong knowledge of building systems, maintenance procedures, and healthcare safety regulations.
- Ability to manage multiple priorities and projects in a fast-paced environment.
- Proficiency in facilities management software and Microsoft Office Suite.

KNOWLEDGE/SKILLS/ABILITIES:

- Demonstrated excellent leadership competencies, computer skills with proficiency in Microsoft Office software (e.g. Word, Excel, Power Point and Outlook), Human Resources Information Systems (HRIS), Scheduling and Learning Management Systems.
- Demonstrates efficient office organizational skills exhibiting initiative and self-direction.
- Excellent organizational and time management skills to prioritize duties.
- Ability to work accurately and efficiently in a fast-paced environment.
- Demonstrates the ability to work independently or in a group as a team member.

HOW TO APPLY:

Email your resume and cover letter to careers@cmh.ca with the job title and competition number **M24-02** in the subject line. Those selected for an interview will be contacted.

OUR HOSPITAL:

At CMH we have a 38-bed in-patient unit, Emergency Department, Day Surgery, Diagnostic Imaging, Laboratory and more. We serve the area between Peterborough and Belleville, providing the only Hospital between these two larger centres.

OUR COMMUNITY:

Campbellford is a small, picturesque town in the heart of the municipality of Trent Hills. Living in Trent Hills will bring you closer to nature, offering an outdoor lifestyle with close proximity to the Trent Severn Waterway, Ferris Provincial Park, and a wealth of trails for ATVs and snowmobiles.

We thank all applicants for their interest in Campbellford Memorial Hospital. In an effort to promote employment equity, we welcome applications from all qualified individuals including Aboriginal persons, immigrants, members of minority groups, women and persons with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
