



Seniors  
Housing

## **OPPORTUNITY PROFILE**

### **Director of Facilities Management**

## About GEF Seniors Housing

***GEF Seniors Housing is the largest social housing provider for seniors in Alberta and is a registered charity.***

They provide nearly 3,800 low to moderate-income seniors with access to affordable housing and services in 41 housing communities across Edmonton.

They believe every senior deserves a home that meets their housing needs and enhances their well-being, especially those living on limited incomes.

Their wide selection of Seniors Self-Contained (SSC) and Affordable Apartments and Lodge accommodations throughout Edmonton gives seniors more choices of where they want to live.

For 65 years, they have continued working with the community as an active partner in the important work of providing quality social housing for seniors in Edmonton and its surrounding communities, in accordance with their Mission, Vision, and Values:

**Vision:** To create vibrant, affordable communities for seniors.

**Mission:** As Alberta's largest non-profit social housing operator for seniors, they focus on providing affordable, well-maintained, and secure buildings, where their clients can live with dignity and thrive in their communities with the support of friendly and caring staff and volunteers.

**Values:**

- They encourage relationships based on **RESPECT** and believe in treating everyone with dignity, kindness, and compassion
- They want to put **PEOPLE** at the centre of everything they do, where their aim is to positively contribute to everyone's life journey
- They believe in promoting interactions built on **TRUST**, where they act with integrity, honesty, and fairness
- They promote **ACCOUNTABILITY** by accepting responsibility for their words, actions and the choices that are made
- They proudly acknowledge and enthusiastically pursue **EQUITY, DIVERSITY, and INCLUSION** in their work

To learn more about GEF Seniors Housing, visit [gef.org](http://gef.org)

## The Opportunity

Reporting to the CEO and supporting GEF Seniors Housing's Mission, Vision, Values, Strategic Plan and Sustainability Framework, the Director of Facilities Management is responsible for identifying, implementing, and reporting on key strategies & objectives - that in turn contribute to the integrity, functionality and optimization of GEF's physical infrastructure.

The role encompasses a wide gamut of activities including building maintenance, capital improvement planning and execution, client life safety and fire and building code compliance, environmental stewardship, security, and asset life-cycle management.

The role is guided by the organization's Quality of Life Philosophy, relevant policies, procedures, legislation, and provincial standards.

## Key Roles & Responsibilities

### Key responsibilities of this senior management role will include:

- Actively participating in GEF's strategic planning to ensure alignment of Facilities Management strategies with the Mission, Vision and approved Strategic Plan of GEF Seniors Housing
- Providing effective and engaging leadership, coaching, mentoring and supervision for direct reports in order to assist them in achieving their annually set goals and objectives and to afford them personal and professional development and growth opportunities utilizing a flexible and collaborative approach
- Developing, monitoring, and adjusting both short-term and long-term Maintenance and Capital Maintenance Renewal Plans that effectively contribute to a comprehensive annual Facilities Management Plan, inclusive of a five-year upgrade plan and facility condition index
- Overseeing the development, implementation, and review of GEF's Facilities Management policies and procedures and ensuring that GEF staff are properly oriented to these in their execution
- Providing direction and guidance to GEF staff and external contractors to ensure that all contractor management and service provider activities are compliant with GEF's policies and procedures and applicable legislation, and that they are meeting their key deliverables in a cost-effective manner on behalf of GEF, its funders, and its clients
- Providing appropriate support, guidance, and coaching to the sites' leadership teams to ensure that the buildings are maintained in a safe, functional manner for the safety and benefit of clients, staff, and visitors
- Effectively managing the annual approved Facilities Management budget(s), with a commitment to identifying and actioning opportunities to enhance services while concurrently seeking operational or cost efficiencies

- Contributing to the development and annual reporting of a comprehensive Strategic Plan, inclusive of meaningful and measurable organization goals and Key Performance Indicators, as a key member of the organization's senior management team
- Serving as a resource to the Board of Directors in support of the Board executing its core responsibilities
- Working in a collaborative and engaging manner with the CFO, Director of Housing & Client Services and their staff to ensure the effective and efficient provision of safe, accessible housing

## The Person

### Education

- Undergraduate Degree in Engineering
- P. Eng. Designation and/or a Master's degree in business would be an asset
- A formal Building Trade certification with at least 15 years' experience in combination with post-secondary education in Business or a Business-related field

### *Licensing / Certification*

- Facilities Management credentialing from a recognized professional Facilities Management Association, e.g., BOMI, IFMA, ProFM

### Experience

#### Technical

- Extensive Facilities Management/Maintenance experience in a large, multi-site organization, including practical experience in strategic planning, finance and budgeting, project management, building maintenance
- Comprehensive understanding of building systems and related trades
- Knowledge of building system technologies and Computerized Maintenance Management Systems

#### Associated

- Experience working with clients and contractors, trades
- Extensive experience in Management/Supervisory and/or leadership development
- Understanding of the senior housing industry

## Knowledge, Skills & Attributes

**Leadership Skills:** A confident leader with the ability to manage a diverse, dynamic and complex department; Should be able to effectively lead change and integrate work units; should bring experience in performance management and employee development; should act as an effective motivator of people with the ability to foster a culture of teamwork and to empower others; should be able to advocate for Facilities Management needs and priorities on behalf of the organization's clients - in a respectful and collaborative manner; should have proven conflict resolution skills and the ability to give and receive constructive feedback.

**Personal Credibility:** Trusted and respected by others, should protect confidential information and be accountable for his/her actions and decisions; should serve as a role model for others when solving problems and dilemmas or confronting unethical actions.

**Results-oriented:** Driven, proactive and responsive; should approach responsibilities with a high degree of energy and passion; demonstrate creativity and innovation.

**Relationship Building:** An empathetic and approachable leader; should be able to establish robust and trusting working relationships; should possess superior interpersonal skills and utilize a transparent, collaborative approach to decision-making and information-sharing.

**Team-oriented:** Capable of promoting and enabling cooperation across the organization; should facilitate understanding, acceptance, and support organizational operations and initiatives; delegate efficiently and promote cohesion and teamwork in seeking solutions.

**Organizational Skills:** Ability to plan, analyze, and manage projects (in construction, relocation, renovation) and day-to-day operations; ability to set appropriate metrics and provide reports on these metrics; should be able to effectively prioritize a diverse workload; should possess strong attention to detail.

**Financial and Commercial Acumen:** Experience in budget planning and monitoring; experience in procurement processes and procedures; should be able to efficiently manage the portfolio's financial resources; should bring ability to interpret financial contract elements, e.g., lease agreements, service contracts, cost statements, etc; should be capable of resolving contract disputes.

**Technological Acumen:** Computer literacy with demonstrated ability to adapt to new systems and processes; Should remain abreast of technological trends and innovation; should be able to conduct assessments and/or collaborate on facility management technology needs' analysis; ability to align facility management technology with organizational information technology; should be able to evaluate, implement and optimize the utilization of integrated workplace management systems, e.g., Yardi.

**Operational Proficiency & Commitment to Quality:** Should ensure Preventative and Demand Maintenance plans and systems are operating at peak efficiency; should develop maintenance contract specifications and ensure competent maintenance contractors are selected; should be able to develop, implement and monitor best value practices; should strive to improve customer service and conduct assessments of third-party providers such as suppliers, contractors, and consultants.

**Emergency Planning & Business Continuity:** Ability to collaborate with other portfolios/departments in the planning, management and support of emergency preparedness and business continuity programming; ability to utilize the organization's comprehensive and functional Risk Management Plan in identifying and prioritizing infrastructure risk.

**Environmental Stewardship and Sustainability:** Ability to plan, manage and support the organization's commitment to sustainability and the environment; should participate in the development, oversight and review of meaningful sustainability programs.

**Communication Skills:** Strong communication abilities, both verbal and written; should be capable of effectively managing stakeholder expectations.

## Compensation

A competitive compensation package, including an attractive base salary and excellent benefits, will be provided. Further details will be discussed in a personal interview.

## Express Your Enthusiasm

*Leaders International values diversity, equity, and inclusion in all aspects of our operations. We invite candidates to contact us directly with any accommodation requests.*

To apply, please email a cover letter and resume (PDF or Word document only) to **Sonny Kapoor** or **Shubi Jain** at [edmonton@leadersinternational.com](mailto:edmonton@leadersinternational.com), indicating the job title in the subject line of the email.

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