



VICE-PRESIDENT OF OPERATIONS

JOB POSTING

Position Title:	Vice-President of Operations	Employee Group:	Permanent Full-Time
		Classification:	Non-Union Management
Department:	Administration		
Posting #:	ADM VP OP PERM FT 2026-04	Salary Range:	\$175,000- \$200,000 per annum
Application Details:	Submit Resume and Cover Letter	Hours/Timings:	75 hours per pay/TBD
Start Date:	ASAP		

ORGANIZATION BACKGROUND:

Holland Christian Homes (HCH) is a not-for-profit, faith-based seniors organization providing an integrated continuum of housing and care on a single campus in Ontario.

Guided by Christian principles, HCH is committed to providing a professional, supportive, and safe environment where fully qualified staff deliver person-centred care that upholds each individual's rights, dignity, identity, privacy, choice, independence, and overall quality of life. We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, emotional, social, cultural and spiritual needs.

Holland Christian Homes consists of 6 independent/Assisted Living apartment towers, as well as Faith Manor and Grace Manor which are private, non-profit Christian Long-Term Care facilities situated in the City of Brampton. Holland Christian Homes is a growing, dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

POSITION SUMMARY:

The Vice President of Operations (VP Operations) is a senior executive leader responsible for the overall operational performance of the organization across its continuum of independent housing and long-term care services. This is a new position.

Reporting directly to the Chief Executive Officer (CEO), the VP Operations serves as the CEO's principal operational partner and provides leadership, oversight, and execution to ensure quality of care, regulatory compliance, workforce effectiveness, and continuous improvement. This role is critical to organizational stability, inspection readiness, leadership development, and risk mitigation, and plays a key role in supporting Board confidence in operational performance under the Fixing Long-Term Care Act, 2021.

Major duties and responsibilities include:

Executive Leadership & Organizational Management

- Serve as a senior member of the executive leadership team, contributing to organizational strategy, planning, and decision-making.
- Act as the CEO's primary operational partner, complementing leadership style and focus.
- Oversee day-to-day operations across housing, long-term care, clinical, and support services.



- Keep the CEO apprised of significant operational issues, risks, compliance matters, and opportunities.
- Provide leadership in the absence of the CEO, as delegated.

Operational Oversight & Service Excellence

- Provide executive oversight of all operational areas, with particular emphasis on long-term care and resident-facing services.
- Ensure consistent, high-quality, resident-centered care and services across all buildings.
- Promote safe, compassionate, and respectful care environments aligned with Christian values.
- Address operational challenges proactively and ensure corrective actions are implemented.

Quality, Risk & Regulatory Compliance

- Ensure compliance with the Fixing Long-Term Care Act, 2021 (FLTCA), its regulations, and all applicable legislation.
- Provide executive oversight of Ministry of Long-Term Care (MLTC) inspection readiness and follow-up.
- Lead and oversee Quality Improvement Plans (QIPs) in alignment with Health Quality Ontario (HQP) requirements.
- Ensure adherence to the Resident Bill of Rights and resident-centered care principles.
- Oversee Infection Prevention and Control (IPAC), emergency preparedness, outbreak management, and mandatory reporting.

Performance Management & Continuous Improvement

- Develop, monitor, and report on Key Performance Indicators (KPIs) aligned with organizational and legislative objectives.
- Use performance data to support evidence-based decision-making and continuous quality improvement (CQI).
- Identify opportunities to improve efficiency, effectiveness, and sustainability while maintaining quality of care.

Strategy Execution, Policy & Change Management

- Translate Board-approved strategy into actionable operational plans and measurable outcomes.
- Lead the development, review, and implementation of operational policies and procedures.
- Ensure policies are clearly communicated and consistently applied.
- Lead change initiatives that support innovation, compliance, and long-term sustainability.

Human Resources & Workforce Leadership

- Provide executive oversight of human resource management in collaboration with the HR team.
- Support workforce planning, recruitment, retention, succession planning, and leadership development.
- Foster a respectful, supportive, and values-driven workplace culture.
- Model servant leadership, integrity, empathy, and accountability.

Financial & Resource Stewardship

- Support the CEO in managing operations within approved budgets and funding accountability agreements.
- Ensure responsible stewardship of financial, human, and physical resources.
- Identify opportunities for operational efficiencies and cost containment without compromising care quality.

Partnerships & External Relations

- Collaborate with health system partners, regulators, and community organizations to achieve organizational objectives.
- Support the CEO in developing strategic alliances that enhance integrated and interdisciplinary care for seniors.
- Represent the organization externally, as required.

Mission, Values & Culture

- Model and promote Christian servant leadership grounded in compassion, dignity, respect, and service.
- Ensure operational decisions reflect ethical leadership, stewardship, and care for the whole person.



- Foster an inclusive, welcoming, and values-driven organizational culture consistent with the mission of Holland Christian Homes.

Board & Governance Interface (Internal)

- Support the CEO in providing clear, accurate, and timely operational reporting to the Board and its committees.
- Ensure operational risks, inspection outcomes, and compliance issues are appropriately escalated.
- Contribute to Board confidence through strong operational discipline, transparency, and accountability.

Qualifications & Experience

- University degree in Health Administration, Business Administration, Nursing, or a related discipline; a Master's degree in Health Administration, Business Administration, or a related field is preferred.
- Minimum of 7–10 years of progressive senior leadership experience within long-term care, seniors' housing, healthcare, or a complex not-for-profit and/or regulated environment.
- Demonstrated experience leading large, multidisciplinary, multi-service operations, preferably within unionized environments.
- Strong knowledge of Ontario long-term care legislation, regulatory compliance requirements, and quality improvement frameworks.
- Proven expertise in change management, performance improvement, and risk management.
- Strong financial acumen with experience overseeing large operational budgets and driving fiscal accountability.
- Exceptional communication, collaboration, and people leadership skills, with the ability to build high-performing teams.
- Demonstrated ability to lead effectively within a values-based, faith-informed organization, with alignment and respect for the organization's Christian mission and person-centered philosophy of care.

Interested and qualified applicants should forward a resume and cover letter in Word or PDF format (as ONE document), indicating the Posting Number to Tracy Kamino, CEO at Tracy.Kamino@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals. Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please inform Human Resources.

Disclaimer: In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.