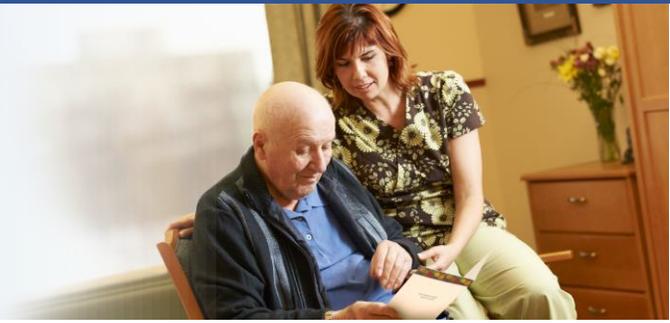




Actionmarguerite

Service & Compassion



Position Profile

CHIEF EXECUTIVE OFFICER

Actionmarguerite

Reports To: Actionmarguerite Board of Directors

Date: November 2020

ABOUT ACTIONMARGUERITE

Over 250 years ago, Saint Marguerite d'Youville recognized a need for care and compassion for all members of her community. She took action by founding the Grey Nuns and dedicating her life to helping those in need. Today, Actionmarguerite continues the legacy of Saint Marguerite d'Youville by caring for the elderly and people with complex needs.

Actionmarguerite operates personal care homes, specialized care programs and foundations to serve the community. They place the utmost importance on quality of life and personal autonomy.

Actionmarguerite homes offer residents a robust and full life and the staff and volunteers serve them with compassion and dedication, reflective of the values of the Francophone community. The facilities and programs keep residents and clients engaged, happy and healthy. They offer an environment that improves the lives of the residents, a place that meets their unique needs for dignity and comfort.

Actionmarguerite is a symbol of health care excellence uniting three long-established institutions: the former Taché Centre, Foyer Valade and St. Joseph's Residence, to provide the warmth, security and compassionate care where residents thrive and enjoy life to the fullest. Actionmarguerite is a community-based organization and a designated bilingual service provider, dedicated to improving the quality of life of both our French- and English-speaking residents in a culturally attentive home-like environment.

Vision

Actionmarguerite is a leading provider of long term care and exceptional health services in French and in English.

Mission

Actionmarguerite improves residents' quality of life by providing them with the care and services that promote autonomy and the ability to remain as independent as possible. Ours is a welcoming environment; a culture of respect and dignity. We are sensitive to the needs of the people we serve and the people who work and volunteer here. While our mandate is to serve Manitoba's Francophone community, we also embrace cultural diversity.

Values

Actionmarguerite was inspired by its founding sisters: the Grey Nuns, the Sisters of St. Joseph's and the Benedictine Sisters. Today, we are proud to uphold their values of **respect, hospitality, collaboration, and excellence**.

Respect for residents – as unique individuals and as a community – is at the heart of everything we do; it shapes every decision we make.

We are committed to the highest levels of **hospitality**. Residents, their families and volunteers feel welcome and safe. This is essential for our success.

We promote and celebrate **collaboration** with residents, their families, our staff and various health agencies. When we work well together, we all benefit.

We strive for **excellence** in meeting the needs of residents.

The Actionmarguerite Foundation and the Friends of St. Joseph's Residence are both charitable organizations whose sole purpose is to support the mission, mandate and objectives offered by their programs and services. Contributions and donations are used in promoting initiatives to improve residents' quality of life and living environments.

Réseau Compassion Network, as the owner and sponsor, ensures the effective and responsible governance of Actionmarguerite and its Foundations. Actionmarguerite offers a wide range of services and programs including:

- Personal care for the elderly
- Care for adults with complex and chronic health conditions
- Specialized care for persons with acquired brain injuries and related behaviours
- Specialized care to the elderly suffering from dementia and related behaviours
- Spiritual care and recreation services
- A Day Centre for the elderly and adults with physical challenges
- Supportive housing for the elderly
- Rehabilitation services and social work supports
- Food and housekeeping services
- Resident financial services

Locations in Winnipeg

- 299 bed personal care and complex care home with a provincial bilingual service designation, located at 185 Despins
- 154 bed personal care home with a provincial French language service designation, located at 450 River Road
- 100 bed personal care home, located at 1149 Leila Avenue
- Adult Day Program, located at 185 Despins
- 24 bed supportive housing unit in partnership with Accueil Colombien and Manitoba Housing (Chez-Nous)
- 24 bed supportive housing unit in partnership with Manitoba Housing (Windsor Park Place)
- 2 foundations (Fondation Actionmarguerite Foundation and Friends of St. Joseph's Residence)

Franco-Manitoban Community

Actionmarguerite serves Manitoba's Francophone community. Manitoba has a rich francophone community and culture. There are 17 bilingual municipalities that are almost exclusively populated by francophones and represent about 95% of the francophone population. These communities welcomed anglophones and have become areas where two languages and cultures live together. Winnipeg is home to 50% of Manitoba Francophones and are centered in the community of Saint-Boniface. Francophones have a dynamic community and contribute to the culture, economy, politics and social values of Manitoba. There are about 100,000 francophones who speak, work and do business in French.

ABOUT THE CHIEF EXECUTIVE OFFICER POSITION

The Chief Executive Officer (CEO) of Actionmarguerite provides strategic leadership of the development and delivery of a wide array of programs and services, ensuring the organization meets its mission and achieves its vision and strategic directions. The CEO will create and sustain an intentional person and family-centered, values-based organizational culture and environment, reflecting the values of the Francophone community served. They will transform the organization to maximize opportunities in Manitoba's new healthcare system.

The Chief Executive Officer will work collaboratively with the Board of Directors and the executive management team to enhance programs and services, meet emerging needs and priorities; create and implement sound financial, human resource, service delivery and operational policies, and champion innovation, accountability and results achievement in a rapidly changing healthcare landscape. The CEO will also ensure Actionmarguerite meets regional, provincial and national accreditation standards as required by Manitoba Health, Seniors and Active Living, and the Winnipeg Regional Health Authority.

As the primary 'face' of Actionmarguerite to the community, the CEO will promote the organization and expand its profile and reputation as a trusted and valuable contributor to the residents' quality of life, providing them with the care and services that promote autonomy and the ability to remain as independent as possible. The Chief Executive Officer will establish and maintain strong positive relationships with Réseau Compassion Network, government, funders, partner agencies, donors, residents and their families, staff, volunteers, and the general public.

KEY LEADERSHIP ACCOUNTABILITIES

Responsibilities and accountabilities include but are not limited to the following:

1. Strategic, Financial and Operational Leadership

- Provides leadership in promoting the vision, mission, and values and the strategic directions and ensures these are translated into actionable operational plans.
- Develops and executes strategic operational plans ensuring they are effectively cascaded throughout the organization.
- Ensures the implementation of systems, processes and controls to identify emerging issues that may impact the organization.
- Identifies opportunities to enhance the role and services of the organization.
- Develops and implements a comprehensive performance measurement framework and systems aligned to strategic and operational plans and a consistent monitoring and reporting system to evaluate progress and results.
- Establishes and executes a rigorous quality control function and processes that ensures facilities are operated in a manner that conforms to the established standards of Accreditation Canada.
- Develops the overall operating and capital budgets for the ensuing year for presentation to the Board of Directors prior to submitting to the Winnipeg Regional Health Authority.
- Reviews approved or changed plans and budgets as part of the annual planning and budgeting cycle and presents recommendations to the Board of Directors.
- Administers the budget to ensure that the funds are properly expended, that expenditures are kept within budgetary limits and where this is not possible, informs the Board of Directors.
- Participates in the administrative on call-system.
- Ensures the development, execution and enforcement of a comprehensive workplace safety and health program based on current policies, procedures and practices including but not limited to infection control, emergency preparedness and WHMIS.
- Develops and maintains a current risk management framework based on the identification of key risks and ensures the development and implementation of mitigation plans to address these risks.

2. Board of Directors Support

- Acts as the single point of delegation of the Board of Directors of Actionmarguerite.
- Develops and implements an effective, timely, and comprehensive process of reporting progress, results and outcomes to the Board of Directors.
- Provides advice and guidance to and encourages feedback from the Board on the development/revision of financial, human resource and operational policies and ensure implementation of and compliance to these policies. Works closely with the Board of Directors to ensure Actionmarguerite respects its key accountability to Réseau Compassion Network, in particular, as it relates to expectations under Réseau Compassion Network's Sponsorship Accountability Framework.
- Identifies key issues for Board deliberations and develops agendas and materials for Board meetings in collaboration with Board Chair.

- Ensures formal written documentation including reports, background information and briefing materials are prepared and presented to the Board of Directors, Medical Advisory Committee, and Administrative Committees as required to support decisions and the development of policy and direction as well as to ensure the Board is appropriately informed of progress.
- As the official link between the Board and the employees of the organization, ensures effective formal communication and the appropriate sharing of information between the Board and the employees.

3. Human Resources Leadership

- Leads an Executive Team that includes Chief Nursing Officer and Director of Care, Chief Operating and Finance, Chief Human Resource Officer and Medical Director.
- Leads the recruitment and selection for leadership positions to ensure that the right talent is consistently in place to deliver excellence in delivery of quality care and service to our residents.
- Ensures the establishment and execution of progressive recruitment and selection practices that ensure qualified individuals are available for positions as and when needed.
- Identifies clear and outcomes-based expectations and goals for executive management, monitors achievement and provides coaching to address areas for growth and further development.
- Ensures directors and managers are engaging in appropriate leadership of their direct reports, including provision of clear expectations as to accountabilities, competencies and goals; conducting performance feedback meetings; recognition and reward for performance/goal achievements; providing developmental plans & support; conducting annual Performance Accountability Entente.
- Develops and promotes progressive change strategies and plans to ensure buy-in and acceptance of new structures, services and processes.
- Attends or has a designate attend such meetings as considered necessary, with the medical or other staff of the facilities to acquire adequate information and to give proper direction to such matters as may arise from time to time.
- Ensures all direct reports conduct their professional work activities within all legal and professional codes of ethics and business principles.
- Develops and implements a succession framework, system and process to ensure potential successors are available for critical key positions.

4. Stakeholder and Public Relations

- Maintains positive relations with communities served by Actionmarguerite and with other organizations or agencies currently or potentially partnering with Actionmarguerite.
- Develops and implements a comprehensive stakeholder engagement strategy ensuring a consistent method of understanding their needs and perspective and gathering feedback about potential changes to programming or service delivery.
- Establishes and sustains strong, trust-based relationships with families of the residents.
- Establishes and sustains strong, trust-based relationships with Francophone organizations and communities.
- Establishes and maintains effective relationships with funders, advocacy organizations, donors, potential donors and related external agencies.
- Acts as the facilities' official representative to the Catholic Health Association of Manitoba/Catholic Health Alliance of Canada, the Interfaith Health Care Association of Manitoba, MARCHE and LTCAM.
- Acts as the spokesperson within the provincial community and throughout Canada.
- Acts as an organization liaison/ambassador to the community, to government and other health care institutions.
- Represents the organization at community, business, social, fund development or political events and serves as the Actionmarguerite spokesperson with the media.

- Ensures the ongoing positive promotion of Actionmarguerite and the importance of its role within the community.
- Shares information about the organization and seek feedback concerning program and service relevancy, efficiency and effectiveness.
- Negotiates with government and other potential funding bodies in support of resources necessary for stability and growth within the organization.
- Maintains a consistent and supportive connection with the Réseau Compassion Network and actively participates as a member of the Réseau Compassion Network CEO Leadership Council.
- Develops a strong working relationship with senior leaders of other sponsored Réseau Compassion Network organizations.

ABOUT THE EDUCATION, EXPERIENCE AND COMPETENCY REQUIREMENTS

The Chief Executive Officer is responsible for ensuring the overall success of Actionmarguerite and requires strong leadership skills and the ability to develop and maintain an environment aligned with the organization’s core values and reflective of the unique culture of the Francophone community. The Board of Directors will rely on the knowledge, skills and abilities of the individual in the role. Candidates must meet the following education and experience requirements and be able to demonstrate several leadership and technical competencies.

The ideal candidate will have an MBA or a post-secondary degree in a relevant discipline, complemented by at least 10 years’ senior leadership experience, preferably in an organization delivering health services in multiple locations. The candidate will have an in-depth knowledge of the long-term healthcare system. Experience working with a board or governing entity and knowledge of provincial funding and reporting requirements is considered an asset.

A demonstrated, successful track record of leading transformation, identifying new and innovative ways of delivering services and managing operations, and negotiating with funders is desired. The ability to communicate fluently verbally and in writing, in both official languages (French and English) is required.

Of critical importance, the candidate must be able to demonstrate that she/he has or can establish a deep connection to the Francophone community and its culture and has an understanding of the Francophone experience in the healthcare system. The ideal candidate will demonstrate compassion, humility and resilience.

Competency Requirements

Candidates must be able to demonstrate the following leadership competencies to be successful in carrying out the mission and achieving the vision of Actionmarguerite and Actionmarguerite Foundation.

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| <p>Integrity, Professionalism and Resilience</p> | <ul style="list-style-type: none"> • Behaviour and background demonstrably indicates/confirms one’s values, beliefs and ‘heart’ align with the vision, mission and values of Actionmarguerite • Consistently demonstrates sincerity, honesty, respect, and empathy in all interactions with stakeholders • Is respected and trusted by all sectors and segments of the community as an individual that is driven by what is best for the community and the people supported by Actionmarguerite • Assumes responsibility and accountability and follows through when making commitments • Maintains composure and clear thinking in crisis and highly stressful situations |
| <p>Visionary Leadership</p> | <ul style="list-style-type: none"> • Motivates employees and stakeholders to contribute to achievement of the vision and mission • Has broad and inclusive knowledge and perspectives • Aligns the organization’s culture and values to recognize and respond to the expectations and realities of the diverse people supported by Actionmarguerite |

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| | <ul style="list-style-type: none"> • Establishes a shared vision and common goals and creates the environment where the organization can be innovative and accepting of appropriate risks • Adopts a long-term view of organizational strengths, weaknesses, opportunities and risks in a changing operational environment • Maintains a clear understanding of the external environment, current services, needs and priorities, available resources and emerging trends • Creates an environment that values and recognizes innovative thinking, staff development and creativity • Clearly articulates a practical vision for the future, a credible case for change / enhancement and influences and inspires others to work as part of a team toward that vision • Determines current and future organizational requirements and works toward their attainment through staff development, training, and mentoring • Promotes cooperation, collaboration and partnerships between individuals or groups both within and outside of Actionmarguerite, ensuring everyone understands each others' roles, responsibilities and contributions • Identifies critical issues and risks that will have an impact on the organization • Recognizes and develops strategies to provide organizational and individual support through change • Strikes a balance between the need for ongoing stable service delivery and the opportunities and challenges of change and organizational growth |
| Person and Family Centred Orientation | <ul style="list-style-type: none"> • Develops and supports a culture that fosters person and family-centred supports through individualized programs and services • Fosters a climate which encourages excellence in maximizing positive outcomes for the people and families supported by Actionmarguerite • Establishes processes that consistently solicit person and family feedback |
| Effective Communication Skills | <ul style="list-style-type: none"> • Defines the principles and framework of effective organizational communication • Actively listens to messages being communicated by all stakeholders • Articulates complex ideas in a clear understandable way • Creates and conducts engaging presentations to small and large groups • Appropriately utilizes established media relations to advance organizational goals • Develops well-constructed documents and reports • Provides sound, credible and thorough information to the Board of Directors and ensures the Boards are appropriately informed of issues • Effectively facilitates meetings and discussions to assist participants in reaching shared decisions and fostering positive relationships |
| Relationship and Collaboration Focused | <ul style="list-style-type: none"> • Promotes dialogue, cooperation, collaboration and partnerships between individuals or groups both within and outside Actionmarguerite and within a broad range of diverse communities • Able to develop innovative techniques and approaches for the resolution of conflict situations which may present risk to Actionmarguerite or negatively affect morale • Is an active listener to messages being communicated by stakeholders and authentically engages them in the work of the organization • Has direct experience and knowledge in working with diverse and vulnerable populations • Understands and respects the role of governments, business, community and social agencies and how they might work together • Values and leverages the power of networks |

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| Planning, Organization and Results Orientation | <ul style="list-style-type: none"> • Drives the development of practical, actionable plans and monitors their effective execution • Incorporates the needs of the people supported by Actionmarguerite and stakeholders when setting standards, strategies and organizational direction • Clearly defines and articulates the Actionmarguerite negotiating positions in support of strategic and operational directions and requirements • Sets goals and priorities that maximize the use of resources available to consistently deliver results based on Board direction and stakeholder expectations • Driven to meet a high standard of performance • Monitors progress toward a goal, anticipates problems and makes adjustments when necessary |
| Financial Acumen | <ul style="list-style-type: none"> • Applies principles of finance, business and risk management within a not-for-profit environment and recognizes opportunities and identifies risks • Implements strong budgeting, financial reporting and monitoring processes |
| Political Acumen | <ul style="list-style-type: none"> • Understands and respects the roles of all parties • Understands complex political situations and the political realities and determines effective strategies to maximize opportunity and minimize risk • Understands and respects the role of different stakeholders and how they might work together • Advances the position of Actionmarguerite and its practical requirements to meet a need, shared and understood by all parties • Gains and effectively uses knowledge of formal and informal political, social and organizational structures and relationships to achieve positive change |
| Excellent Judgment | <ul style="list-style-type: none"> • Efficiently and effectively perceives and assesses situations • Understands when decisions require input and when they do not • Asks the right questions to get the information needed • Draws sound conclusions and recommends change in policies and practices as required • Identifies the impacts and risks associated with decisions and takes appropriate risks • Influences decisions that challenge the status quo and provokes growth and positive development in the organization • Takes responsibility for difficult decisions • Ensures the Board is appropriately informed of issues • Defines decision-making model(s) / principles / criteria for others • Utilizes objective, factual and valid information from a variety of sources to make informed decisions, understand the potential impacts, and keep all relevant parties informed |

We ask that individuals with an interest in further exploring this exciting opportunity contact:

LILLIAN WONG, SENIOR MANAGER

MNP_{LLP}

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ABOUT WINNIPEG

Winnipeg is the vibrant capital city of Manitoba and lies at the geographic heart of North America. “The Peg” is located in the fertile Red River Valley at the junction of the Red and Assiniboine Rivers. One of the most economically and culturally diverse cities in Canada, Winnipeg is well known for its cultural achievement, flourishing arts scene, and welcoming spirit.

A “City of Sunshine” we have the highest average number of sunlight hours in Canada with an average summer temperature of 25.4°C and an average winter temperature of -12.9°C.

Well known as a transportation hub and the “Gateway to the West”, key industries in Winnipeg include aerospace, agribusiness, finance and insurance, health and biotechnology, information and communications, electric power and apparel and furniture manufacturing. Major employers include Investors Group, Bell MTS, Great West Life, Palliser Furniture, Motor Coach Industries, New Flyer, Boeing, Standard Aero, Pollard Banknote and Bristol Aerospace.

Our city is in the midst of expansive growth and development that is cementing our reputation as a community with growth opportunities in every industry and sector. Here we highlight but a few of the exciting recent initiatives:

CentrePort – The development of an inland port which will be a hub of transportation activity that brings together road, rail and air cargo to a central location for re-distribution with the intent of facilitating international trade and distribution and creating value added services as goods move through the supply chain. Winnipeg’s proximity to the geographic centre of North America, and 20,000 acres of land around the airport will be capitalized on to expand Winnipeg’s position as one of North America’s most important trading centres.

Assiniboine Park & Zoo Expansion – Winnipeg’s premier green space is already visited by millions of people annually and already boasts the Leo Mol Sculpture Garden, the Assiniboine Park Zoo, and the Lyric Theater at which free concerts play throughout the summer season. With the establishment of the Assiniboine Park Conservancy, a private not-for-profit corporation dedicated to improving its infrastructure and services, the park and zoo are quickly expanding upon their world-class floral, zoological, artistic and activity based attractions to deliver internationally renowned entertainment and recreation options. The Journey to Churchill exhibit and the planned Diversity Gardens will attract visitors from around the world.



The Canadian Museum for Human Rights – located in the heart of downtown Winnipeg, the Canadian Museum for Human Rights, Canada’s first federal museum located outside Ottawa, is housed in an iconic building and will be a national and international destination and a centre of learning where Canadians and people from around the world can engage in discussion and commit to taking action against hate and oppression. Opened in 2014, it enhances the public understanding of human rights, promotes respect for others, and further cements Canada’s reputation for championing human rights issues from right here in Winnipeg.

SHED – CentreVenture Development Corporation’s proposed Sport, Hospitality and Entertainment District (SHED) development plan for downtown Winnipeg includes an outdoor public square,

two new mixed commercial developments, and additional parking facilities in addition to plans for expanded retail development and expansion of Winnipeg’s sheltered skywalk system.



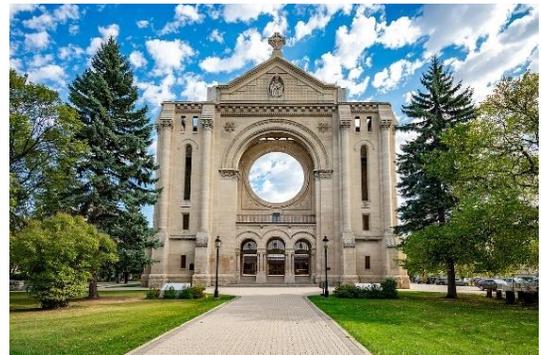
Investors Group Field– World-class athletic and recreation venues have been constructed near the University of Manitoba. The facility includes a new stadium with over 33,000 seats and 40 private suites with additional hospitality areas, and a new fitness centre.



James Richardson International Airport – The \$585 million transformation of Winnipeg's airport including the construction of a new terminal, access road, parkade and an additional hotel means Winnipeg's ever-increasing passenger and cargo traffic levels will continue to be managed safely and efficiently. With expanded retail services reflective of Winnipeg, the ability to accommodate more and larger international flights, the opening of a new bus terminal, and the relocation of the Canada Post plant nearby, Winnipeg's airport is literally positioned to become one of the busiest in Canada.

With over 935 parks, 24 golf courses, 50 indoor arenas and curling rinks, 40 galleries, 50 theatres and performance venues, and 20 libraries we believe in community, recreation and fun. Some of the top attractions in Winnipeg include:

St. Boniface - Home to one of the largest francophone communities west of the Great Lakes, St. Boniface it is the heart of Manitoba's French history and culture. Stroll along le boulevard Provencher and visit boutiques and quaint cafés along the way. There are 35 designated historical sites in this culturally-rich area. One of the city's major architectural landmarks, [Cathédrale de Saint-Boniface](#), attracts thousands of visitors each year. The current cathedral is the sixth church to be built on this site since 1818. It incorporates the facade and remaining walls of the 1908 building, which was destroyed by fire in 1968. [Fort Gibraltar](#). is a reproduction of the original fur trade post built by the North-West Company around 1810. In summer, costumed interpreters guide visitors through this historical site, while in February it is part of the 10-day festivities of [Festival du Voyageur](#), Western Canada's largest winter festival. [Le Musée de Saint-Boniface Museum](#) is housed in Winnipeg's oldest building, an oak-log structure originally used as the Grey Nuns' Convent. An impressive collection of artifacts and displays in French and English explain the history of French-Canadian and Métis communities in Western Canada.



The Forks - The Forks, located at the junction of the Red and Assiniboine rivers, has been a meeting place for over 6,000 years. Indigenous peoples traded at The Forks, followed by European fur traders, Scottish settlers, railway pioneers and tens of thousands of immigrants. Come experience an exceptional array of dining options, fantastic local makers and retailers, a constantly changing slate of entertainment and events, and many unique attractions that encompass the site's natural, historic and built features. Another attraction is the Assiniboine River walk, a lighted pathway that lies on the north shore of the Assiniboine River from the Forks to the Legislative grounds.

The Manitoba Centennial Centre - home to Canada's Royal Winnipeg Ballet, the Winnipeg Opera Company and the Winnipeg Symphony Orchestra, located in downtown Winnipeg and includes the Concert Hall and Planetarium and the Manitoba Museum.

Rainbow Stage - located at Kildonan Park and offers fun, superb, award winning performances of popular Broadway hits in a covered outdoor setting.

The Royal Manitoba Theatre Centre – Canada’s first English-speaking regional theatre and a model for regional theatres throughout North America presents over 250 performances annually for more than 150,000 theatre lovers.

Fort Whyte Centre for Environmental Education - is a wild oasis offering forests, self-guided trails, an interpretive centre and fresh water aquarium.

We enjoy numerous unique festivals in our community including the Red River Exhibition with Manitoba’s largest midway and a wide variety of family entertainment. Folklorama is the largest running multicultural event in the world of its kind, held throughout the city for two consecutive weeks during the summer months. The Winnipeg Fringe Theatre Festival is the second-largest fringe festival in North America. The annual Winnipeg Folk Festival is internationally renowned, 40 years old and running strong. The Festival du Voyageur is one of North America’s longest running winter festivals. These along with numerous others including the Winnipeg International Children’s Festival, and the Winnipeg Jazz Festival, which hosts some of the finest jazz musicians from around the world and converges at the Winnipeg Art Gallery (Canada’s oldest public art gallery,) help ensure that our unique contemporary culture grows and thrives.

Adding to the excitement of two professional sports teams, the Winnipeg Blue Bombers and the Winnipeg Goldeyes, True North Sports and Entertainment brought us back our beloved Winnipeg Jets.

There is no shortage of entertainment options and we have a sophisticated and open cultural scene. Canada’s crossroads is easy to get to by land, rail or air, but difficult to leave.

For more information on Winnipeg please visit www.winnipeg.ca, www.economicdevelopmentwinnipeg.com, www.winnipeginlandport.ca, and www.centreventure.com.