



**Position Title:** Business Support Coordinator  
**Position Status:** Full Time  
**Posting No.:** 26-122  
**Rate of Pay:** \$28.99 - \$31.37  
**Posting Date:** July 3, 2026  
**Deadline to Apply:** July 9, 2026  
**Current Vacancy:** Yes

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### **About the Position**

The Business Support Coordinator is responsible for overseeing the financial, administrative, and business operations of the Long-Term Care (LTC) home. This role ensures efficient management of resident accounts, including resident trust funds, accounts receivable, payroll support, budgeting, purchasing, and regulatory compliance. The Business Support Coordinator works closely with residents, families, leadership teams, and external stakeholders to support high-quality resident care and organizational objectives.

### **About Us**

The Norfolk Hospital Nursing Home is a fully licensed 80 bed, publicly owned, non-profit facility opened in 1975. A member of Advantage Ontario and The Ontario Long-Term Care Association, NHNH is fully accredited by Accreditation Canada and operated under the direction of a 10-member community Board of Trustees. The Mission of the Norfolk Hospital Nursing Home is delivering exceptional care and creating an engaging, safe, and compassionate home where residents thrive and staff shine.

Values that guide us:

- Compassionate
- Accountable
- Resident-Centered
- Inclusive
- Collaborative
- Innovative

Our Vision: The home of choice for residents and employer of choice for staff.

## **Key Responsibilities**

### **Financial Management**

- Manage daily financial operations, including accounts payable, accounts receivable, banking, and general ledger activities.
- Assist with annual budgeting, forecasting, financial reporting, and variance analysis.
- Monitor expenditures and recommend cost-control measures while maintaining service quality.
- Prepare financial reports and submitting accurate reports to Director of Finance-NGH and regulatory agencies as required.
- Support month-end and year-end accounting processes.

### **Resident Trust Accounts**

- Administer resident trust accounts in accordance with LTC legislation, organizational policies, and auditing requirements.
- Process resident deposits, withdrawals, transfers, and reconciliations accurately and timely.
- Maintain complete and accurate records of all resident trust transactions.
- Respond to inquiries from residents, families, and substitute decision-makers regarding trust account balances and transactions.
- Coordinate audits and ensure compliance with all trust account regulations and reporting requirements.

### **Long Term Care Administration**

- Ensure compliance with applicable Long-Term Care legislation, regulations, and organizational policies.
- Support admissions, resident billing, accommodation charges, and related administrative processes.
- Collaborate with interdisciplinary teams to ensure business operations support resident-centered care.
- Maintain Confidentiality and security of resident, employee and financial information

### **PCC (Patient Care Coordinator/Program Coordination Center) & Occupancy Management**

- Coordinate and communicate with PCC regarding admissions, transfers, bed management, and waitlist processes.
- Ensure timely completion and submission of required occupancy and admission documentation.

- Monitor occupancy levels and support strategies to maintain optimal census.
- Act as a liaison between the LTC home, PCC, residents, families, and external healthcare partners.

### **Administrative Duties**

- Assist with payroll processing
- Maintain staffing-related documentation and support compliance with employment standards
- Support onboarding and administrative HR functions as required
- Providing full Administrative Support to the Director of Care and the broader NHH Leadership Team
- Completion of minutes and agendas for various committees
- Meeting with residents and families for completion of non-clinical admission processes
- Preparing a variety of documents – statistical reports, charts, tables, letters, presentation materials, memorandums, admission packages and education packages
- Formatting, updating, cataloguing and distributing policies and procedures

### **Purchasing & Vendor Management**

- Manage purchasing activities and monitor inventory levels for administrative and operational departments.
- Establish and maintain positive relationships with vendors and service providers.
- Review contracts, invoices, and service agreements for accuracy and compliance.

### **Compliance & Quality Improvement**

- Participate in audits, inspections, and quality improvement initiatives.
- Ensure business practices align with organizational policies and regulatory requirements.
- Develop and maintain procedures to improve operational efficiency and effectiveness

### **Position Qualifications:**

- Diploma or degree in Business Administration, Accounting, Finance, Healthcare administration, or a related field
- Professional accounting designation or equivalent
- Minimum of 3-5 years of business management experience preferably in a Long-Term Care, retirement, healthcare or hospital environment
- Demonstrated experience managing **resident trust accounts** and resident billing.
- Experience working within **Long-Term Care (LTC)** settings and knowledge of applicable legislation and regulatory requirements.
- Experience coordinating with **Patient Care Coordinator (PCC)** systems, admissions processes, occupancy management, and waitlist procedures.
- Experience with budgeting, financial reporting, accounts payable/receivable, and payroll administration.
- Experience supporting audits, compliance reviews, and quality improvement initiatives.
- Strong knowledge of Long-Term Care operations, funding models, and regulatory requirements.
- Excellent understanding of resident trust account management and financial controls.
- Strong analytical, organizational, and problem-solving skills.
- Proficiency with accounting software, payroll systems, Microsoft Office Suite, and LTC management systems.
- Exceptional attention to detail and accuracy.
- Strong interpersonal and communication skills with the ability to interact effectively with residents, families, staff, and external partners.
- Ability to manage multiple priorities in a fast-paced healthcare environment.
- Commitment to resident-centered care and service excellence.

Interested applicants should submit a **cover letter** and **updated resume** referring to the above posting number to the Human Resources Department, or email to [nghr@ngh.on.ca](mailto:nghr@ngh.on.ca) by 1600 hours on July 9<sup>th</sup>, 2026.

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.

Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted. Please note NGH and NHH do not use AI to aid in the recruitment and selection process.