



Position: Director of Care – Norfolk Hospital Nursing Home
Posting: 25-249
Rate of Pay: \$126,794.00-\$142,537.12 (2025)
Deadline to apply: January 16, 2026 (12:00pm EST)

Located in Simcoe, Ontario, the Norfolk Hospital Nursing Home (NHNH) is an 80 bed, publicly owned, non-profit facility. NHNH is a member of Advantage Ontario, and 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 to enrich lives with dignity, care and compassion. Values that guide us:

- Compassion
- Accountable
- Respect
- Excellence

Our areas of focus will be to provide care throughout the life span of the residents we serve including physical, cultural, emotional, social and spiritual needs.

About the Position:

The Norfolk Hospital Nursing Home (NHNH) is seeking a dynamic, experienced and compassionate Director of Care to join our team. The individual will be a high energy, organized, pro-active, enthusiastic, digitally savvy professional. This is an excellent opportunity for a highly motivated professional to assume a pivotal role in our highly respected organization. The Director of Care is responsible and accountable for the management and leadership of all aspects of nursing care and service to our residents, and ensures quality resident care, the overall resident experience and compliance with the *Fixing Long Term Care Act* and the Home's policies.

The Director of Care is a trusted partner to the President & CEO. NHNH has an exciting journey preparing for the build of a new 160 bed Long-Term Care (LTC) facility and the Director of Care will be an integral member of this process. This is an exciting and revolutionary time.

Reporting directly to the President & CEO, the Director of Care will work in close collaboration with our management team, residents, family members, and external care providers. In addition, the Director of Care will cultivate a relationship with the Medical Director, and provide leadership for nursing and personal care through effective management of Nursing Services. The Director of Care is responsible for all aspects of care for residents.

As a member of the site leadership team, the Director of Care will participate in the planning and implementation of strategies and programming that assure high quality resident care.

Responsibilities:

- Develop the annual care operating budget.
- Respect and uphold the values of a person-centered approach, including rights, dignity, identity, and privacy.
- Provide opportunities for conversation and social engagement to promote well-being.
- Manage residents' care and set standards for their care, involving them as much as possible.
- Participate in the admission and discharge processes for residents.
- Report and investigate all incidents, especially critical ones, promptly and accurately.
- Communicate with and support family involvement in residents' care and address concerns through multidisciplinary care conferences.
- Support residents in achieving quality personal, social, emotional, and cultural experiences.
- Cultivate positive relationships with residents, families, and SDMs to enhance the home's reputation
- Respect each resident's rights, privileges, and religious beliefs.
- Organize, direct, and supervise nursing services to ensure comprehensive care for residents.
- Ensure appropriate admission to various levels of care.
- Address concerns with families/residents and provide educational opportunities such as forums.
- Apply the nursing process of assessing, planning, implementation, and evaluation to care plans.
- Review and ensure compliance with nursing care standards and job descriptions.
- Comply with all relevant regulations and standards, including national and provincial guidelines.
- Establish and evaluate a program for nursing care quality appraisal.
- Guide health and safety activities and participate in WSIB/Early Return to Work Programs.
- Follow personnel policies and propose appropriate staffing patterns.
- Hire and terminate personnel and oversee performance reviews and staff development programs.
- Oversee the daily operations of the nursing department, ensuring that nursing staff deliver high-quality care to residents and patients.
- Assist in recruiting, training, and onboarding new nursing staff, ensuring they are equipped to perform their duties to the highest standard.
- Conduct regular performance evaluations.
- Assist in developing and managing the nursing department's budget, controlling costs while maintaining high standards of care.
- Monitor staffing levels and resource allocation to ensure adequate coverage and efficiency.

- Manage inventory and ordering of medical supplies and equipment to meet the needs of residents and staff.
- Provide ongoing education and training opportunities for nursing staff to ensure they stay updated on the latest clinical practices and regulations.
- Foster a positive and collaborative work environment, promoting teamwork, communication, and professional growth among the nursing staff.
- Serve as the primary point of contact for residents and their families regarding care plans, health concerns, and nursing services.
- Address and resolve any concerns or complaints raised by residents, families, or staff related to nursing care.
- Conduct regular documentation reviews to ensure that medical records are complete, accurate, and up-to-date
- Collaborate with other departments, including admissions, social services, and dietary services, to ensure that our residents receive comprehensive care.
- Prepare and manage the Home's Capital and Operating Budgets.
- Work collaboratively with other nursing team members to provide education and staff development through Effective Professional Nursing and Personal Care Practices.
- Maintain an Interdisciplinary relations and Communication, liaising with Families.
- Ensure adherence of all respective legislation, applicable regulations, and policies.
- Promote and ensure effective Occupational Health and Safety.
- Ensure standards of resident care and services are consistently achieved.
- Ensure all MOHLTC requirements are met.

Skills and Qualifications:

- Possesses a 4-year Bachelor of Science Degree in Nursing.
- Minimum of 6 years' progressive experience including supervisory.
- Current registration in good standing with the College of Nurses of Ontario (CNO) required.
- Experience working as nursing leader in Long Term Care environment is an asset.
- Excellent customer service & leadership skills with a passion for leading a positive team environment.
- Knowledge of current concepts in Gerontological Nursing and legislative requirements for long-term care.
- Excellent problem-solving, conflict resolution, and decision-making skills.
- Good judgment and ability to handle confidential information.
- Ability to relate to physicians and community leaders.
- Excellent organizational and time management skills to prioritize duties.
- Ability to work accurately and efficiently in a fast-paced environment.
- Demonstrated ability to work independently or in a group.
- Proven communication and interpersonal skills with the ability to engage with all levels within the organization in a professional manner.
- Demonstrated management and leadership skills.
- Flexibility in working hours.
- Experience with Point Click Care an asset
- Demonstrated ability to build and maintain strong relationships with internal and external clients.
- High energy level with flexibility in work habits to meet changing deadlines and accommodate candidate and business needs.
- Self-driven and motivated with the ability to successfully meet established goals and/or deadlines with limited supervision.
- Strong computer technology skills including, but not limited to, Microsoft Outlook, Microsoft Word, Excel and PowerPoint.
- Strong organization and time management skills with ability to manage multiple priorities and meet tight deadlines.
- Uphold the mission and values of NHHH in all aspects of your role and activities.
- Knowledge of applicable legislation, experience with unionized settings.
- Must possess a valid Ontario driver's license and have a reliable vehicle to perform the duties of this position.

In Norfolk County, life outside work is like no other. Shorter commutes, less traffic, and a vibrant culture; Norfolk County has it all. You can be 10 minutes from work and 10 minutes from hiking, biking, camping, or visiting one of our many beaches. Our vibrant, accessible, family-friendly community is filled with restaurants, breweries, wineries, theatres, festivals, golf courses and so much more. Norfolk County is a great place to grow and raise your family. Our houses are affordable and we have two strong education systems, in addition to a top-tier public college. Norfolk County is also a short drive from several urban areas including Hamilton, Toronto, and Niagara. Take advantage of the unbeatable work-life balance and discover what Norfolk County has to offer by visiting Norfolk County's website — www.norfolkcounty.ca.

A great team, an exceptional environment, professional growth...these qualities make NHHH a great place!

Interested applicants are invited to submit a cover letter and updated resume referring to posting number **25-249** to the Human Resources Department at nghhr@ngh.on.ca by 12:00pm EST, January 16, 2026, or to: Human Resources Department, Norfolk General Hospital, 365 West Street, Simcoe, ON N3Y 1T7 Fax: (519) 429-6991.

For more information about NGH, NHHH and the communities we serve, please visit www.ngh.on.ca

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provide accommodations for applicants with disabilities, upon request. Norfolk General Hospital and Norfolk Hospital Nursing Home thank all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.