



Chief Operating Officer – South Country Village

This executive search is conducted by Nelson/Kraft & Associates on behalf of South Country Village

EXECUTIVE SUMMARY

South Country Village is seeking a wise, capable, and values-aligned Chief Operating Officer to provide senior operational leadership during an important season of growth, transition, and continued service to seniors in Medicine Hat, Alberta.

This is a significant executive leadership opportunity for a leader who is both operationally strong and personally grounded — someone who can bring clarity, stability, follow-through, and healthy accountability to a growing Christian seniors care organization. The COO will help restore and strengthen operational stability while the CEO and board continue to focus on construction funding, government-related matters, and future direction.

South Country Village is a multifaceted Christian-based seniors community focused on holistic health and wellness. Its mission is to provide quality care for the physical, spiritual, emotional, and social needs of the elderly in a loving Christian environment. The next COO will have the opportunity to bring operational strength, leadership stability, clear accountability, and mission-aligned stewardship to an organization that is preparing for its next chapter of service.

This is a meaningful opportunity for a seasoned operations leader to serve a respected Christian seniors care organization at a pivotal moment in its history.

WHO WE ARE

Located in Medicine Hat, Alberta, South Country Village is a Christian-based, not-for-profit seniors' community with a long history of serving older adults across the care continuum. The organization offers a range of living and care options intended to support aging in place, including independent living, assisted/supportive living, and continuing care services.

South Country Village seeks to serve residents with honour, respect, reverence, and dignity, regardless of age, race, or religious belief. The organization is committed to compassionate care, operational stewardship, and strengthening the quality of life of residents, families, staff, and the broader community.

POSITION SUMMARY

Reporting to the Chief Executive Officer, the Chief Operating Officer is responsible for providing day-to-day leadership and oversight of key operational functions at South Country Village. The COO will provide leadership in human resources, IT, general administration, contract management, accreditation and policy oversight, and collaboration with the Maintenance Manager on capital projects and repairs.

The COO will work closely with the CEO, senior leadership team, board representatives, managers, staff, residents, families, vendors, government partners, and other stakeholders to ensure that South Country Village continues to operate with excellence, accountability, compassion, and financial stewardship.

This role is especially important because South Country Village is in a period of growth and operational complexity. Current priorities include strengthening day-to-day operational focus, supporting growth in contracted care beds and independent living spaces, revamping assisted living areas for sustainability, and maintaining a strong reputation for care while older buildings and new construction realities are managed well.

OUR MISSION

The Mission of South Country Village is to provide quality care for the physical, spiritual, emotional, and social needs of the elderly in a loving Christian environment.

OUR VISION

Through its comprehensive care program, South Country Village endeavours to fulfill this by treating each person with honour, respect, and reverence as it is the right of every person to live a life of dignity.

QUALIFICATIONS

The ideal candidate will be a mature, wise, and mission-aligned leader with strong operational instincts and a collaborative but decisive leadership style.

- Operationally strong — able to bring order, clarity, systems, and follow-through.
- Relationally mature — able to build trust while addressing hard issues directly.
- Discreet and loyal — able to work with confidential information and support the CEO and board's direction.
- Mission-aligned — able to lead in a Christian care environment with humility, wisdom, and conviction.
- Deadline-oriented — able to complete work, track priorities, and ensure accountability.
- Steady under pressure — able to lead through ambiguity, complexity, and organizational change.
- Respectful and courageous — willing to address conflict or resistance without becoming harsh or reactive.

QUALIFICATIONS & EXPERIENCE

- A degree in business, health administration, nonprofit leadership, management, or a related field.
- Senior leadership experience in continuing care, seniors living, healthcare, nonprofit operations, hospitality, or a similarly complex service environment.
- Proven experience in operational leadership, administration, compliance, policy, contracts, and team leadership.
- Strong understanding of human resources, financial management, and project management.
- Experience working with government contracts, funding environments, accreditation, and/or regulated care settings would be an asset.
- Demonstrated ability to manage competing priorities and bring initiatives to completion.
- Strong verbal communication and listening skills.

FAITH & VALUES ALIGNMENT

The COO must be aligned with the Christian identity and mission of South Country Village. The successful candidate will demonstrate a personal and professional commitment to leading in a manner consistent with Christian values, including integrity, humility, service, compassion, respect, wisdom, and faithful stewardship.

Location: Medicine Hat, AB

Application Deadline: September 15, 2026

Start Date: TBD

APPLY online at

https://pod5.app.loxo.co/job/NDExMTIteljNhbnAxNG9xYXFkM3hybQ==?t=1785958980728&source_type=ccbf

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