



Manager of Seniors' Services – The Cridge Centre for the Family

This executive search is conducted by Nelson/Kraft & Associates on behalf of The Cridge Centre for the Family

EXECUTIVE SUMMARY

The Cridge Centre for the Family in Victoria, BC, is seeking a heart-forward, people-centred Manager of Seniors' Services to provide strategic and operational leadership across its Seniors' Services portfolio. Reporting to the CEO, this role leads and supports a multidisciplinary team in delivering high-quality, person-centred programs that reflect the dignity, well-being, and quality of life of seniors, while aligning with the organization's Christian mission and values. With a strategic and change management approach, the Manager strengthens service delivery systems, oversees departmental operations, and supports continuous improvement and long-term program growth.

A key focus of this role is building and sustaining a positive, values-driven culture. The Manager of Seniors' Services is a compassionate and authentic leader who is passionate about coming alongside staff—empowering, developing, and supporting them through positive change. As an advocate for both residents and employees, the Manager fosters an environment that promotes operational excellence, employee well-being, and quality of life for those served. The successful candidate must personally affirm the organization's Statement of Faith as outlined in the Bylaws and bring experience in healthcare management, property management, and seniors' services, along with a genuine passion for demonstrating the love of Jesus Christ through service to the community.

OUR STORY

For over 150 years, we've been at the heart of our community, providing essential support, restoring hope, and building connections. What began as a small orphanage in 1873 has evolved into a multi-service organization, serving over 2400 individuals annually. From childcare services to senior living, including specialized programs like our Brain Injury Services and The Cridge Transition House for Women, we're committed to delivering meaningful and effective support.

We have officially adopted the United Nations Declaration on the Rights of Indigenous Peoples and are actively seeking reconciliation with our First Nations' neighbours. We continue to grow and develop in meeting the ongoing needs of the community as an expression of our Christian faith.

OUR VISION

Abundant Life.

OUR MISSION

Providing excellence in support, housing, education, and community, we work together to restore hope and a future to those overcoming the challenges before them.

OUR VALUES

Act justly. Love mercy. Walk humbly.

EXPERIENCE

- Minimum of five years of experience in senior services, with extensive expertise in healthcare management, including some experience in property management.
- At least four years of experience managing large-scale non-profit program budgets of \$500,000 or more.
- Minimum of three years of supervisory experience in a unionized environment, demonstrating effective leadership and team management.
- Or an equivalent combination of education, training and experience.

QUALIFICATIONS

- Undergraduate degree in business administration or health care administration.

SKILLS & ABILITIES

- Exceptional written and verbal communication skills.
- Strong analytical skills, with experience using data to inform strategy and measure outcomes.
- Ability to work collaboratively with teams and independently with minimal supervision.
- Strong client and staff advocacy skills.
- Understanding of Accessibility Standards.
- Ability to respond to media situations and recent First Aid/CPR training.
- Ability to document incidents, evaluations, funding reports, and progress updates.
- Ability to supervise, motivate, and support staff and coordinators.

Location: Victoria, BC

Application Deadline: open until a suitable candidate is found

Start Date: TBD

Salary Range: \$85,000 - \$92,000 plus extensive benefits package and enrollment in the Municipal Pension Plan

APPLY online at

https://pod5.app.loxo.co/job/NDExMTItYXlkaWprMGV1bGg5ZnQ5cQ==?t=1773090723330&source_type=ccbf

ABOUT US

[Nelson/Kraft & Associates Inc.](#) is an executive consulting firm that specializes in working with not-for-profits and for-profit businesses across Canada, assisting them in the placement of senior executives and directors.

Nelson/Kraft & Associates Inc. welcomes and encourages all interested applicants to apply for this position. Nelson/Kraft & Associates Inc. is committed to the principles of diversity and inclusion in its hiring practices, and will only make distinctions among interested applicants in accordance with the applicable Human Rights legislation.

Nelson/Kraft & Associates Inc. also welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require disability-related accommodation during the recruitment process, please contact us.