



Job Title: Director of Healthcare Services
Department: Health & Well-Being
Reports To: Province Leadership Team
FLSA Status: Exempt
Date: August 2025

ABOUT THE SISTERS OF THE HOLY NAMES OF JESUS AND MARY

The Sisters of the Holy Names of Jesus and Mary (SNJM) is an international congregation of Catholic Sisters with offices located in Oregon, California, Washington, and Windsor, Ontario, Canada. The Sisters of the Holy Names have a long history of educating young women and other ministry work dating back to the founding of the order in 1843. The Sisters are dedicated to the full development of the human person through education, social justice, contemplation and the arts.

POSITION SUMMARY: Using the person-directed care approach, the Director of Healthcare Services has the primary responsibility of overseeing and managing a broad holistic program of health services for Sisters who are living independently, in small communities or in care facilities primarily on the East and West Coast of the United States and in Windsor, Ontario.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides leadership and management to department staff. Participates in hiring Health & Well-Being (HWB) team members and oversees their supervision.
2. Assesses and evaluates the current state and ongoing needs of HWB operations in each region with the goal of establishing a vision of care into the future.
3. Works closely with the Province Leadership Team (PLT) and the HWB staff to address the health needs of the Sisters through a network of external health services.
4. Develops and manages care policies and procedures for decision-making based on Province priorities and evolving realities.
5. Keeps current regarding trends and best practices in health care delivery and public and community programs.
6. Gathers information for and develops Province-wide programs (including housing, services and resources) for Sisters requiring HWB assistance.
7. Provides health and well-being education and support for Sisters' roles, responsibilities, and relationships with one another throughout their life span.
8. In coordination with the PLT, selects and contracts services with health care facilities and providers across the Province.
9. Provides education to Sisters on the various systems of care and health care protocols.
10. Oversees health data management systems, budget development and use of government programs.
11. Leads the Safe Sister Driving Initiative.
12. Works collaboratively with other Department Directors in addressing the needs of the Province.
13. Plans annual HWB program conference.

QUALIFICATIONS:

- Education:** BSN; Adult Geriatric Nurse Practitioner or MSN preferred.
- Experience:** Minimum of ten years' experience in senior leadership in an eldercare facility or system, including experience in home health care, geriatrics, care management and hospice end-of-life care.
- Certification:** Certified Geriatric Care Manager (CGCM) certification preferred.

SKILLS, KNOWLEDGE, AND ABILITIES:

1. Supportive of the mission of the Sisters of the Holy Names of Jesus and Mary.
2. Model SNJM Guiding Values in carrying out work activities and responsibilities.
3. Ability to respect and maintain confidentiality of sensitive information and respect professional boundaries.
4. Diplomacy, flexibility, maturity, and professionalism in performance of job responsibilities.
5. Exceptional interpersonal skills and demonstrated ability to foster respectful, collaborative relationships with HWB team members, SNJM staff and departments, Sisters and external stakeholders.
6. Thorough knowledge and understanding of the concepts of aging and concerns of the elderly population.
7. Demonstrated ability to communicate professionally, empathetically, and compassionately with elder population who may be ill, disabled, hospitalized, and/or experiencing loss.
8. Strong management and leadership skills and a demonstrated ability to build, manage, mentor and motivate an effective team in a collaborative and respectful manner.
9. Understanding of change management and ability to lead and manage change positively and enthusiastically.
10. Willingness to learn about religious life and the SNJM culture.
11. Ability to respond to urgent and/or stressful situations appropriately and calmly.
12. Sensitivity to the needs of the aging and women's health issues.
13. Understanding of complex issues surrounding medical insurance and benefit coordination.
14. Strong organizational skills with the ability to prioritize and manage multiple tasks and responsibilities.
15. High degree of flexibility and adaptability to shifting priorities and time constraints.
16. Demonstrated written and verbal skills to ensure effective communication.
17. Proficient knowledge of Microsoft Office and other computer software programs including, but not limited to Word, Excel, Outlook.
18. Ability to travel throughout the U.S.-Ontario Province in carrying out job responsibilities and to attend professional conferences and related events.

DIRECTLY SUPERVISES: Directors of Clinical Care (CA//OR/WA), Director of Community Life (CA), Community Life Enrichment Manager (OR) and the Province Assistant Director of Healthcare Services.

INTERRELATIONSHIPS: Works in close relationship with Sisters and collaboration with Province Health and Well-Being Team, Province Leadership Team Liaison, contracted healthcare advocates across the Province, leadership and staff at health facilities throughout the Province and other stakeholders.

PHYSICAL DEMANDS AND/OR WORK ENVIRONMENT:

Position requires work in office and residential settings, along with travel to conduct site visits to Sisters' homes and/or medical facilities. Must be able to assist Sisters with transportation, and with getting into and out of vehicles. Requires ability to lift/maneuver wheelchairs, walkers, and other medical equipment. Ability to lift 30 lbs.

EQUIPMENT USED:

Computer (PC) keyboard, mouse; office telephone/voice mail system; fax/copier, scanner, work cell phone and SNJM vehicles.

HOURS: Full time. May require evening and weekend work to accomplish the responsibilities of the position.

SNJM BENEFITS

At SNJM we pride ourselves on creating a warm and caring work environment. We treat one another with dignity, seek understanding and we value differences. We offer competitive compensation and a generous benefits package including:

- Fully paid premiums for employee health, dental and vision coverage
- 11 paid holidays
- Paid Time Off (PTO) starting at 18 days per year
- 401(k) with employer contribution and match up to a total of 5% of compensation
- Employer paid short and long-term disability insurance

PAY RANGE: \$135,000 - \$150,000 depending on experience

The Sisters of the Holy Names of Jesus and Mary are committed to continually building a workplace that exemplifies its values and vision of being hospitable to everyone. We are proud to be an Equal Opportunity Employer. To learn more about the mission and vision of the Sisters of the Holy Names visit: www.snjmusontario.org