



Niagara Ina Grafton Gage Village (NIGGV) 413 Linwell Road St. Catharines, Ontario L2M 7Y2
www.niggv.on.ca

DATE: January 29, 2026

JOB TITLE: Manager, Food and Laundry Services (Health Care)

SALARY: \$65,000.00

STATUS: Permanent / Full-time (Non-Union)

Organization Background:

Niagara Ina Grafton Gage Village (the "Village") is a not-for-profit charitable organization that has been providing housing and services to seniors for over 60 years. The organization encompasses two sites; the main location in the City of St Catharines has been operating since 1959 and the newer facility, Stone Road Village in the Town of Niagara-on-the Lake, has been in operation since 2012. Combined, these two sites provide housing to more than 500 seniors. At the Village, seniors live in either rental, rent-gearied-to-income apartments, life lease bungalows or apartments, bedsitter rooms, or long-term care (nursing home). At Stone Road Village, life lease apartments are available for active seniors. The Village is one of the largest providers of services for seniors in Ontario.

Role Objective:

Under the direction of the Chief Executive Officer, the Manager, Food and Laundry Services, will be responsible for the administration, organization, and management of the Food Services and Laundry Departments. These responsibilities shall be carried out in accordance with corporate policies, procedures, mission and philosophy of Niagara Ina Grafton Gage Village, the Collective Agreement, and applicable legislation and regulations, while providing a high standard of safe, personally acceptable, nutritious food to the residents and in a manner that respects the rights and dignity of the staff and residents.

Key Responsibilities:

- Plan the delivery of all Food services to be provided in accordance with professional, established, legal, and generally accepted dietetic standards and practices.
- Evaluate the outcomes of services provided, and implement improvements where warranted.
- Participate in the development, assessment and updating of current and new practices, program, policies and procedures.
- Monitor the budget to maintain cost control with periodic financial analysis.
- Ensure the environment of all food preparation and storage areas, as well as housekeeping, and laundry services meets Public Health requirements.
- Participate in planning and decision-making at Leadership level.
- Oversee approximately thirty (30) unionized staff;

- Work with Human Resources to plan and implement work schedules and assign hours and areas of work within the parameters of the Collective Agreement and the Corporate policies.
- Ensure ongoing updating of policy manuals and SOP's pertaining to Food and Laundry Services.
- Develop annual budget for Food and Laundry Services, while maintaining fiscal adherence to the approved budget.
- Evaluate the need for all food, supplies, equipment, and materials in the departments; purchase, receive, and maintain control of same to ensure appropriate and efficient use within the departments.
- Assist the Dietician in the formulation of menus and control of food costs and waste.
- Ensure services provided are in accordance with Long Term Care Facility Standards.
- Assess and chart confidential information on residents 'diet and plan nutritional goals.
- Manage community frozen meal program (Satellite Meal Services – SMS); and Meals on Wheels hot meal program.
- Monitor budget and prepare operating plans for SMS program and assess production needs and client needs.
- Ensure Laundry Services are organized to meet the linen and personal needs of Long-Term Care residents.
- Participate in, or be represented in community, provincial, and national health associations and professional activities which promote and are consistent with the delivery of non-profit health care services.
- Perform additional duties, as required by the CEO.

Qualifications:

- Current membership in the Canadian Society of Nutritional Management (C.S.N.M.)
- Post-secondary education in dietary management
- Successful completion of a recognized Food Services Program.
- Minimum 2 years dietary management experience in a long-term care setting.
- Capability to self-direct, be accountable and possess experience in progressively responsible roles;
- Ability to lead and influence a multidisciplinary team, provide training and ongoing education;
- Strong assessment, leadership and interpersonal skills;
- Strong verbal and written communication skills with the ability to effectively communicate with team members, residents, family members and external care providers;
- High level of compassion and emotional resilience are essential.
- Experience with "Meal Suite" Software.

Special Requirements:

- Willing to work the hours necessary to ensure the effective operation of the facility;
- Prepared to respond to emergency situations and ensure seamless delivery of meal and laundry services care during staffing shortages; and
- Participate in the five (5) week rotation of organization manager on-call schedule.

Direct Reports:

Union Staff

- Cooks (6)
- Dietary Aides (25)
- Laundry Aides (4)

Please note that successful applicants will require a current Police Reference Check suitable for working with the vulnerable sector prior to commencing employment. It is required that all new hires are to have first and second dose of tuberculosis (TB) vaccination as a condition of employment with Niagara Ina Grafton Gage Village.

To Apply:

Interested candidates should forward their cover letter and resume when applying for this position via indeed or to careers@niagarainagrafton.ca. To learn more about Niagara Ina Grafton Gage Village please visit: www.niagarainagrafton.ca

We are committed to creating an inclusive and diverse workplace. During the recruitment and hiring process, we offer accommodation for applicants with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Please advise if you require an accommodation, if you are contacted regarding a position with Niagara Ina Grafton Gage Village.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.