



## **Manager, Delivery Operations – (Flexible Work Week – up to 30 Hours) Toronto**

Are you an energetic manager who thrives in a fast-paced, nimble work environment that emphasizes teamwork and accountability? Do you enjoy helping people? Are you keen to make a difference and add value? Do you enjoy managing high performance teams in a growth environment? Do you have professional “people care” experience from nursing or health care? If this sounds like you, join our expanding team!

### **About Silver Sherpa Inc.**

[Silver Sherpa Inc.](#) is a professional services company delivering confidential planning and coordination services for [older people in transition](#). Services are focused in two key areas: Smart Ageing and Elder Management.

Our [Smart Ageing Program](#) includes auditing a client’s current lifestyle and making recommendations to address needs or services that may be required now or in the future.

Elder Management is a term we’ve coined that references an all-encompassing, proactive approach to life, health, and well-being. It includes [comprehensive planning and coordination services](#) across various sectors as well as [crisis management services](#) to assist older people and special needs families in making major transitions.

Many of our clients are in complex situations, requiring solutions that integrate thoughtful, customized health and personal care solutions as well as financial and legal preparedness.

We are trusted advisors and co-pilots empowering people to create their own path and simplify important life decisions in three easy steps: PLAN, NAVIGATE and CONNECT. Our holistic and integrated approach to life planning is enhanced by the extent of expertise and value we offer our clients.

The Corporate office is located in Oakville, Ontario, although we are a virtual company rapidly expanding across Canada.

### **Required Skills and Competencies**

- Registered nursing designation required.
- 10+ years of professional management experience with a documented history of success working with cross-functional teams in complex, multi-stakeholder environments.
- Proficient computer skills (i.e., MS Office, Outlook, Excel) and ability to quickly learn new platforms.
- Team leadership or management experience preferred.

### A Day In The Life

- **Leadership.** Work collaboratively with team, management, clients, and other service providers and professionals to provide excellent client service. Strong organizational and effective time management skills. Be able to effectively organize team schedules, workload, mentor and coach others.
- **Communication and Collaboration.** Communicate clearly and effectively with team and management. Strong client-centric focus, verbal and written communication, and presentation skills. Act as a central resource liaison for program stakeholders, which may include physicians, nurses, discharge planners, lawyers, wealth advisors, and other professionals.
- **Clinical Expertise.** Deep understanding of health care with and focused on outcomes management for client. Proven ability to navigate health care and primary care systems in complex needs situations.
- **Project Management.** Exceptional project management skills including the ability to quickly prioritize competing tasks, deliver action plans and modify as necessary.
- **Negotiation and Facilitation.** Ability to facilitate and negotiate win-win outcomes on behalf of client family members as an independent, neutral third party. Demonstrated ability to assess and respond to complex, sensitive situations with diplomatic acuity.
- **Quality Assurance.** Attention to detail with focus on ensuring all client deliverables are error-free and of the utmost quality.
- **Emotional Intelligence.** Ability to connect and empathize with others to build rapport and trust.
- **Objectivity.** Framed by the desire and discipline to put our clients' interests first.
- Adhere to Silver Sherpa's Policies and Procedures.
- Maintains strict confidentiality of client and corporate information and discusses same only with appropriate Silver Sherpa personnel.
- Ability to travel to visit team or clients, as needed.
- Complete other tasks as requested.

### Educational Requirements

- Bachelor's degree preferred
- Professional designation as Registered Nurse

### CONTACT US

Please email applications to [careers@silversherpa.net](mailto:careers@silversherpa.net). Visit [www.silversherpa.net](http://www.silversherpa.net) for more information. We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted.