



China Coast Community Ltd

Division:	Management with clinical experience
Job Title:	General Manager
Base/Location:	China Coast Community (CCC) is a 39 bed English speaking Care & Attention Home Facility located at 63 Cumberland Road, Kowloon Tong. Hong Kong. Licensed by the Social Welfare Department Hong Kong
Responsible To:	Chairman and Executive Committee
Responsible For:	Facility Management & Project Management for new development.
Key Relationships/ Liaison with:	Staff, Residents, Suppliers, Families and General Public & the Social Welfare Department staff.
Job Purpose	
<p>The General Manager is expected to direct and coordinate activities of all aspects of the home including Nursing, Housekeeping, and Maintenance and Ancillary services.</p> <p>The General Manager role is responsible for overall direction, coordination and evaluation of processes and practices within the organization's policies and Hong Kong's applicable licensing laws.</p> <p>The General Manager is expected to ensure good governance, clinical and budgetary oversight across all departments within the China Coast Community Facility.</p> <p>The General Manager will liaise and facilitate funding to support the running and re-building of the home.</p> <p>The General Manger will have strong leadership skills and be the Project Lead responsible for planning and overseeing the successful re-build of CCC from initiation through to completion ensuring the plans are delivered on time within the stipulated scope and budget.</p> <p>The General Manager will develop a detailed plan to monitor and track the progress of the project and liaise directly with the Management team using their project management skills and expertise.</p> <p>The General Manager will facilitate the closing of the existing home and support residents and staff and prepare CCC in the exciting new build to re-open upon successful completion of the building project.</p>	
Main Duties and Responsibilities	



China Coast Community Ltd

1.	The General Manager (GM) builds company image by collaborating with customers, government, community organizations, and employees; and directing ethical business practices.
2.	The General Manager (GM) participates in formulating and administering company policies. Directing and coordinating facility activities to meet long range charitable and business goals for the future of China Coast Community.
3.	The GM works with administrative staff in developing budgets and maintaining income and expenditure within reasonable limits & within agreed budget parameters over the financial year and for the purposes of the re-building of the home.
4.	The GM develops, reviews, updates and implements planning objectives set by the Executive Committee.
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5.	Meets with the Management Committee on a Monthly basis where indicated and Executive Committee on a quarterly basis where indicated. The GM is expected to manage the Agenda and Minutes of the Management meeting and attend the Executive Meeting and implement outcomes where indicated from both meetings.
6.	The GM is expected to provide guidance to staff and work with administrative staff to manage all HR activities within the China Coast Community.
7.	The GM maintains quality service by establishing and ensuring organization standards.
8.	The GM will, utilising Project Management skills work with the CCC Project Architect to deliver project objectives for a new building within time, resource and budget constraints. Align project execution with the strategy, mission, <u>culture</u> and values of the organization, Identify project issues, identify innovative solutions and approaches and communicate such issues & solutions to the Executive.



China Coast Community Ltd

	Gain commitment to decisions and approaches by promoting open dialog between stakeholders and Executive of CCC.		
Key Performance indicators	Essential	Desirable	How assessed
<p>Qualifications</p> <p>Registered Nurse in country of origin. Management Qualifications</p> <p>Project Management Experience with a proven record of skills in:</p> <ul style="list-style-type: none"> • Negotiation • Leadership • Technical Expertise • Risk Management • Critical Thinking and Problem Solving. <p>Effective oral and written communication skills including skills</p> <p>leading stakeholder meetings, public speaking , preparation of written documents such as reports & proposals for funding</p>	<p>✓</p> <p>✓</p> <p>✓</p>		<p>Evidence</p> <p>Evidence</p>
<p>High level problem solving and implementation skills in a diverse environment</p> <p>Ability to develop and maintain professional relationships with a broad range of internal and external stakeholders</p> <p>Scheduling and Time Management ability to work independently and as part of a team to achieve organizational objectives.</p>	<p>✓</p> <p>✓</p> <p>✓</p>		<p>Application & Interview</p> <p>Application & Interview</p>
<p>Highly collaborative approach, partnering skills and the ability to gain support and cooperation from others.</p>	<p>✓</p>		<p>Application & Interview</p>
<p>Proven ability to develop and lead diverse teams and in the management of a culturally diverse workforce;</p>	<p>✓</p>		<p>Application & Interview</p>



China Coast Community Ltd

Experience with working with the aged in large organizations and the ability to transfer clinical knowledge.	✓		Application & Interview
Required Key Skills Project Management, Performance Management, Staffing, Management Proficiency, Coordination, Coaching, Developing Standards, Financial Planning and Strategy, Process Improvement, Decision Making, Strategic Planning, Quality Management,			
Communication Skills	Very High		
Leadership Ability	Very High		
Energy Level	Very High		
Critical thinker and able Synthesize	High		
Strong Work Ethic	Very High		
Honesty and Integrity	Very High		
Initiative and intuitive skills	High		
Business Judgement	High		
Self Confidence	High		
Technical Skills and knowledge	High		
Flexible and Adaptable	Very High		
Decisiveness	Very High		
Problem Solving Ability	Very High		
This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.			
Special Factors			
The nature of the work will involve the jobholder carrying out work outside of normal working hours. As a requirement of your employment you may be required to undertake such other duties commensurate with your grade, and /or hours of work.			
<i>Revised: August 2022</i>			



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