

Headquartered in Halifax, NS, **Resolute Health** is a fast-growing company specializing in the testing and treatment of patients suffering from snoring and sleep apnea through multiple brands across Canada. In this fast-paced, challenging, and rewarding environment, we are focused on continuing to grow our network across Canada, leveraging the benefits of scale while promoting patient-clinic interaction to optimize patient experience and treatment success. Resolute enjoys an entrepreneurial culture with a highly driven team which celebrates every success.

We are currently seeking a **General Manager** to join our team in Courtenay, BC. under our **Island CPAP Services & Supplies** brand.

Island CPAP Services & Supplies is a leading provider of healthcare services specializing in the testing and treatment of sleep apnea on Vancouver Island. Our company was founded on a commitment to optimal patient care and building strong relationships within the medical community. Our dedicated healthcare professionals assist patients in achieving independence and improving their quality of life.

Reporting to the Vice President, Operations, the General Manager will influence and inspire the team to deliver a motivated, compassionate, and, most of all, a memorable patient-centered experience.

Key Accountabilities

- Identify opportunities and strategies for growth and improvement, both within your region and across the company as a whole, that are consistent with our values, revenue targets, and business objectives, all of which ultimately lead to improved financial performance.
- Utilize data to assess and support the adoption of new tools, technologies, and processes to effectively manage the region.
- Monitor and manage a comprehensive suite of Key Performance Indicators, specific to each key element of the service, that ensure a concise understanding of how each function is performing against target and identifying opportunities for improvement and areas requiring special focus.
- Ensure your team has the skills and knowledge and support to provide an exceptional patient experience.
- As an ambassador for the business, develop a visible community profile that demonstrates empathy, respect and the highest level of care for our patients.
- Achieve a consistent high degree of quality, safe and efficient sleep apnea services in accordance with operating procedures.
- Lead by example and act as a coach to motivate your team to take accountability for results by sharing knowledge, experience and responsibility in a drive for the highest standards of professionalism, sales and service excellence.
- Strong change management skills and ability to adopt technology and reporting platform changes to support operational improvements.
- Manage relationships with key stakeholders such as physicians, local government health authorities and local business organizations.

Success in this role will depend on the degree to which you are able to effectively contribute to and translate national business strategy into regional results while maintaining the highest level of patient care in our industry. Familiarity with sleep therapy treatment is an asset but not required.

If you are interested in joining our team, please send your resume to **hr@resolutehealthcorp.com**

Dedicated to representing the communities in which we live and work, we embrace diversity throughout our organization and encourage members of equity groups to self-identify during the application process. We thank all candidates for their interest; however, only those selected for an interview will be contacted.