

Welcome to Northumberland County, where you can build a thriving career while making a lasting impact in our communities. We're a forward-thinking organization, setting the standard for county government by providing leadership and support to our municipalities and residents

We're committed to your growth, offering educational and career development opportunities to help you reach your full potential. Our dedication to diversity, equity, and inclusion reflects the rich communities we serve, driving innovation and excellence in our workforce.

Join Northumberland County and be part of a team that values your growth, supports your well-being, and empowers you to make a difference.

Currently, we are looking to fill the following existing vacancy:

Resident & Family Services Manager, Golden Plough Lodge

Permanent, full-time

Salary: \$79,002 - \$98,748 (based on a 35-hour work week)

Work Location: 983 Burnham St, Cobourg, ON K9A 5J6

The Golden Plough Lodge is a one hundred and fifty-one (151) bed long-term care facility that is owned and operated by the County of Northumberland. With a capacity increase, currently under development of 180 beds.

The Resident and Family Services Manager is responsible in ensuring that the physical, spiritual, intellectual, social and emotional needs of the residents are met through a variety of programming opportunities. The Resident and Family Services Manager spends time with residents and their families listening to issues, concerns, and assisting in solving problems.

The Resident and Family Services Manager also has a key role in communication. This position is responsible for providing program calendars as well as a monthly newsletter to the residents and assists in the production of a quarterly newsletter for the community at large. In this position, you will be responsible for assisting residents and families with their Councils, ensuring accurate records are kept.

You will also be responsible for all inquiries regarding admission to the home including tours, telephone inquiries etc. This position will play a key role in the development of information about the home including information pamphlets, fact sheets, web site information.

Duties & responsibilities:

- Provide programming that meets the individual intellectual, spiritual, psychological, social and physical needs of the residents by planning, implementing and evaluating all programs to ensure that they meet the needs of the residents and developing and maintaining monthly calendars and newsletters to ensure that the residents are aware of the programs taking place.
- Provide supportive and effective leadership to the Life Enrichment Team by meeting with the team to discuss issues, changes, and policies within the Golden Plough Lodge, provide administrative support to ensure communication with the residents and their families, and meet weekly to plan upcoming programs for the residents.
- Ensure that effective management systems within the Life Enrichment Department are maintained to ensure compliance with all applicable legislation, Long Term Care Standards and Northumberland County policies and procedures. Establish systems to ensure all standards, regulations, policies, and procedures are adhered to on an ongoing basis.

- Direct and oversee the appropriate utilization of all resources to ensure appropriate allocation to support required care and services. Develop proposals for the annual operating budget; always ensure the availability of appropriate supplies and equipment.
- Provide effective customer service to the residents, their families and the community members by providing tours of the Lodge, providing information when asked, counseling and assisting residents to solve problems, and communicating with resident's family and friends regarding issues, changes and upcoming activities of the Lodge.
- Recruit, select, train and supervise volunteers and plan and coordinate a program of volunteer activities which enhances services to the residents.
- Assist residents and their families to coordinate the activities of both the Residents' Council and the Family Council.
- Prepare reports/Issue papers for County Council as approved by the Administrator and required and relevant to the Resident and Family Services division.
- Monitor and review Resident and Family Services division's time cards for accuracy prior to submission to the Administrator and HR/Payroll.

Qualifications & Skills:

- A post-secondary diploma, degree or certificate in recreation and leisure studies, therapeutic recreation, kinesiology, gerontology or other related field from an Ontario post-secondary institution; Kinesiology, or a related field of study;
- Extensive experience in a health care setting or other relevant setting;
- Proficient in the use of Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Experience in health care or long-term care preferred.
- Knowledge of Point Click Care an asset.

What Makes a Career at Northumberland County Different?

Unlock your potential: At Northumberland County, your growth matters. We offer professional development and provide opportunities that empower you to excel and advance in your career.

Join a passionate team: Be part of a diverse, inclusive team where collaboration thrives, and every voice is valued. Together, we achieve greatness.

The Best of Both Worlds: Enjoy the beauty of natural living alongside a vibrant, dynamic work environment, offering the perfect blend of career success and work-life balance.

What We Offer:

- Comprehensive Health Plans: We care about your well-being, offering occupational and mental health supports, an Employee and Family Assistance Program (EFAP), and benefits plans for eligible staff.
- Competitive Compensation: We regularly review pay equity and compensation to ensure competitive salaries, supporting a livable life.
- Livable Communities: Enjoy access to beaches, trails, restaurants, and cultural events. Northumberland County offers a unique combination of natural beauty and vibrant community life.
- Learning and Development: Professional development is at the heart of our success, providing opportunities for growth and excellence.
- Retirement Savings: We offer the exceptional Ontario Municipal Employee's Retirement System (OMERS), a defined benefit pension plan to help you plan for a stress-free retirement.
- Employee and Family Assistance Plan: Our wellness program includes health support and assistance to ensure your well-being.
- Work-Life Balance: We offer flexible work options such as compressed working weeks, and potential hybrid work arrangements for eligible positions to encourage the right balance

between work, life and play

At Northumberland County, you'll find endless opportunities for growth, a supportive team, and a perfect balance between rewarding work and natural living —join us and make a difference in a place where your career and well-being truly matter.

How to Apply:

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

The successful candidate will be required to submit a satisfactory criminal background check prior to the commencement of employment

When emailing your application, please ensure your cover letter, résumé and any other supporting documents are submitted in one file (preferably MSWord (docx) or Adobe (pdf)).

We invite you to submit your application by **4:30pm on Thursday, October 16, 2025**, to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6
Email: hr@northumberland.ca
fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.