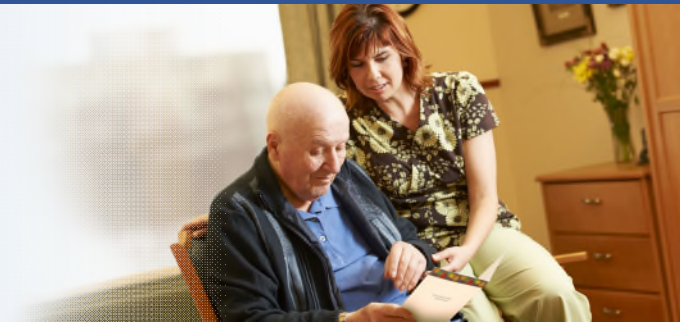




Actionmarguerite

Service & Compassion



Position Profile

CHIEF CLINICAL OFFICER

Actionmarguerite

Reports To: Chief Executive Officer

Location: Winnipeg, Manitoba

Date: May 2026

ABOUT ACTIONMARGUERITE

Actionmarguerite is a values-based organization that has provided compassionate living environments and exceptional care for nearly a century. Rooted in collaboration, hospitality, excellence, and respect, the organization delivers services to more than 600 Manitobans every day through three Personal Care Homes, two Supportive Housing Programs and a Day Program.

With a dedicated workforce of over 900 employees, Actionmarguerite is committed to co-creating living environments where life is good. Our approach centres on person-directed living, respecting individual identity, dignity, and human rights. Through close collaboration with the people we support, their family and/or those most important to them, our services focus on quality care and quality of life.

A strong philanthropic community supports the Actionmarguerite Foundation and the Friends of St. Joseph's Residence. These charitable organizations exist to support our mission. Donations are used to enhance the daily lives of the people we support and improve their living spaces, helping ensure comfort and well-being.

Réseau Compassion Network, as owner and sponsor of our organization, provides support for effective and responsible governance, ensuring sustainability, accountability, and alignment with mission and values.

LAND ACKNOWLEDGMENT

We acknowledge that Actionmarguerite is located on Treaty 1 territory, the traditional lands of the Anishinaabe, Cree, Oji-Cree, Dakota and Dene peoples, and the National Homeland of the Red River Métis. We respect the Treaties that were made on these territories, and we acknowledge the harms and mistakes of the past. Together, we will work towards a more just and loving world in a spirit of reconciliation and collaboration.

VISION

Actionmarguerite is a leading provider of long-term care and exceptional health services in French and in English.

MISSION

Actionmarguerite improves residents' quality of life by providing them with the care and services that promote autonomy and the ability to remain as independent as possible. Ours is a welcoming environment; a culture of respect and dignity. We are sensitive to the needs of the people we serve and the people who work and volunteer here. While our mandate is to serve Manitoba's Francophone community, we also embrace cultural diversity.



We ask those individuals with an interest in further exploring this exciting opportunity to contact:

Lillian Wong at Lillian.Wong@mnp.ca



Our Services

We offer a broad continuum of services, including:

- personal care for older adults;
- care for individuals with complex and chronic health conditions;
- specialized dementia and acquired brain injury programs;
- supportive housing; and
- an adult day program.

Actionmarguerite is entering an important phase of its evolution, advancing long-term care and services through innovation, clinical excellence, and person-directed practices. To support this work, we are seeking a **Chief Clinical Officer** to provide strategic leadership in clinical quality and safety, champion person-directed living, and strengthen integrated care practices across the organization, ensuring Actionmarguerite continues to deliver compassionate, high-quality care aligned with its mission and values for years to come.

Our Story

Actionmarguerite is named in honour of Saint Marguerite d'Youville, a woman known for her unconditional compassion who lived more than 300 years ago. Responding to the unmet needs of her time with courage and action, she became a beacon of hope. Her legacy lives on today through Actionmarguerite.

Saint Marguerite was the foundress of the Grey Nuns, the women who went on to build many of the health and human service organizations that continue to support our community today. Guided by her spirit, we carry this work forward in a modern context, offering care rooted in dignity, respect, and compassion.

Through the dedication of our staff and volunteers, we create welcoming homes and programs where people feel valued, engaged, and genuinely cared for. Every day, we honour Saint Marguerite's vision by placing people at the heart of all that we do.

Francophone Community

Actionmarguerite has a mandate to serve Manitoba's Francophone community that has evolved over time into a vibrant and resilient population. Despite historical challenges, the Francophone community in Manitoba has endured and continues to thrive. Today, it includes approximately 110,000 Manitobans, encompassing both Francophones and Francophiles who live primarily in Winnipeg's French-speaking neighbourhoods, notably Saint-Boniface, as well as in dozens of Francophone and bilingual communities, many of which are located in the southern regions of the province. Together, these communities contribute significantly to Manitoba's cultural vitality, social cohesion, and economic life.

PERSONAL CARE HOMES IN WINNIPEG

- 299 residents live at Actionmarguerite St. Boniface, a home with a provincial bilingual designation at 185 Despains and founded by the Grey Nuns in 1988
- 154 residents live at Actionmarguerite St. Vital, a home with a provincial francophone designation at 450 River Road and founded by the Grey Nuns in 1935
- 100 residents live at Actionmarguerite St. Joseph, a home serving a multicultural community at 1149 Leila and founded by the Sisters of St. Joseph in 1923 and transferred to the Benedictine Sisters in 1973

COMMUNITY PROGRAMS

- Adult Day Program, located at 185 Despains serving 100 participants
- Supportive Housing Program for 24 tenants living at Chez Nous and 24 at Windsor Park Place



ABOUT THE CHIEF CLINICAL OFFICER POSITION

The Chief Clinical Officer's (CCO) values align strongly with the values of the organization, and they are dedicated to improving the experience and outcomes of long-term care through high quality service delivery, innovative planning, critical support for change management and a thorough understanding and commitment to person-directed living. The CCO leads a dedicated team of clinical and professional staff in implementing the strategic goals, achieving high standards of care and services, and compliance with national, provincial and regional accreditation and standards.

The CCO is the clinical and quality lead of multi-site programs and services for an aging population who are experiencing acquired physical and/or cognitive disability and persons with complex health care needs as a result of acquired brain injury, degenerative diseases and associated mental illnesses. The incumbent oversees the development, creation, management, evaluation and quality improvement of clinical programs and services located at the following locations:

- **Actionmarguerite St. Boniface** – a personal care home for 299 residents with a provincial bilingual designation (185 Despina);
- **Actionmarguerite St. Vital** – a personal care home for 154 residents with a provincial francophone designation (450 River); and
- **Actionmarguerite St. Joseph** – a personal care home for 100 residents serving a multicultural population.

The CCO is the clinical lead for Actionmarguerite, providing leadership and direction in assessing, planning, and evaluating clinical practice, standards and service needs of current and future clients. As a member of the executive team, the CCO will help envision and operationalize the overall strategic direction and leadership of the organization, help manage and mitigate risk, contribute innovative ideas to the vision of the organization and long-term care and ensure overall operational quality. The incumbent is responsible for the coordination and interdisciplinary approach to long term care and service delivery, including working with external partners, such as the Winnipeg Regional Health Authority and Manitoba Health, Seniors and Long-Term Care. The incumbent will use quality measures and data to monitor outcomes and promote and inform evidence-based practices and future planning. The CCO is a strong leader in developing capable and confident leaders and teams and equally skilled at managing material, financial, and information resources responsibly.

KEY LEADERSHIP ACCOUNTABILITIES

Clinical Standards and Practice

- Assumes clinical practice leadership in long-term care, supporting and enhancing the role and contributions of health professionals through an interdisciplinary, collaborative team approach.
- Ensures the Mission, Vision, and Values of the organization are reflected in all aspects of care.
- Assesses, plans, organizes, and evaluates systems and processes related to access, coordination, and delivery of care and services.
- Ensures that the rights and responsibilities of residents and families are respected throughout all levels of care delivery.
- Advances a culture of person-directed living that honours each resident's rights, dignity, choices, and autonomy.
- Ensures consistency in care approaches and care delivery across units, programs, and homes.
- Ensures implementation and compliance with clinical and resident-care standards including Accreditation Canada standards, Manitoba Health Standards, and all applicable interdisciplinary standards.
- Communicates and collaborates effectively with the Medical Director, Associate Medical Directors, and attending physicians.



Administration

- Oversees the administration of budget planning, including salary management, purchasing, and inventory control for Clinical and Resident Services.
- Participates in the capital budgeting process as it relates to Resident Services.
- Leads the development, implementation, and regular review of policies and procedures relevant to Resident Services.
- Provides leadership, direction, and support to Directors of Care and all reporting staff.
- Identifies, monitors, and ensures adherence to practice standards and the staff Code of Conduct.
- Administers the Clinical Occurrence Program in collaboration with the WRHA.
- Ensures organizational compliance with The Personal Health Information Act (PHIA).
- Collaborates closely with community programs and consults on clinical needs and planning.

Partnership Development and Innovation

- Builds and maintains strategic partnerships with community, health system, and academic partners to enhance care and services.
- Identifies and implements innovative care models, technologies, and practices that improve resident outcomes and operational effectiveness.
- Leads and supports pilot projects and collaborative initiatives aligned with organizational priorities and standards.
- Promotes a culture of innovation and continuous improvement across teams.
- Shares successful practices across programs to ensure sustainability and consistent impact.

Education

- Oversees and supports the development of clinical leadership and continuing education for clinical staff.
- Identifies learning needs and priorities related to staff development and ongoing competency.
- Acts as a liaison with academic institutions to facilitate clinical placements and formal learning opportunities.
- Provides mentorship and coaching to Directors of Care and clinical teams.
- Promotes a continuous learning environment grounded in ongoing quality improvement.

Quality and Risk Management

- Leads the Quality Improvement Program for all clinical programs and services.
- Applies evidence-based practices and quality-improvement methodologies, including the use of the interRAI Long-Term Care Facilities (LTCF) assessment system, previously known as the Minimum Data Set (MDS), and other clinical information systems.
- Oversees organizational clinical risk management, including coordination of accreditation processes related to Resident Services.
- Supports and promotes practical research initiatives focused on enhancing residents' quality of life.

Continuing Education (Personal Development)

- Assumes responsibility for maintaining personal professional competence through attendance at in-services, participation in seminars, completion of assigned learning, and engagement in other educational opportunities.
- Shares newly acquired knowledge and skills with peers and team members.



Other Related Responsibilities

- Participates and contributes to the Winnipeg Regional Health Authority Continuing Care Program.
- Participates in the administrator-on-call system.
- Adheres to standards outlined in the Infection Control Manual, Emergency Preparedness Manual, and the WHMIS program.
- Follows Workplace Safety and Health policies and procedures, maintains safe work practices, identifies and reports hazards, and participates in required safety training.
- Performs other duties as assigned.

ABOUT THE EDUCATION, EXPERIENCE AND COMPETENCY REQUIREMENTS

The ideal candidate brings senior clinical and leadership experience in health and human services and demonstrates a clear commitment to re-imagining how care and services are delivered. They lead through collaboration, empowering and developing high-performing teams, and creating a culture of trust, learning, and shared accountability. Curious and adaptable, they are willing to challenge assumptions, unlearn outdated practices, and support others through meaningful change. This leader is driven by improving quality of life and championing person-directed living, focusing on dignity, relationships, and what matters most to the people we support. Experience with the Eden Alternative philosophy is a strong asset. Fluency in French is highly desirable, reflecting Actionmarguerite's bilingual and Francophone service environments.

Education

The Chief Clinical Officer brings a strong academic and professional foundation in clinical practice, leadership, and gerontology, ensuring credibility with clinicians, regulators, and health-system partners while supporting high-quality care and person-directed living approaches.

- Bachelor's degree in a clinical discipline
- Master's or PhD degree in a clinical discipline
- Current registration with the relevant clinical professional regulatory body
- Advanced training and/or experience in physical disability, cognitive disability, and gerontology
- Formal leadership development through education and/or professional programs
- Eden Alternative Associate Certification preferred

Experience

- Eight to ten years of clinical and management experience in health care or a complex health-related organization, with demonstrated supervisory and leadership responsibilities within interdisciplinary teams
- Experience and/or education in applying evidence-based information and the use of electronic health records, Inter RAI – MDS assessment tools
- Experience and competency collecting and using data for evaluation, reporting and process improvement
- Experience and/or education in change management
- Experience and commitment to person-directed living

Abilities and Skills

- Demonstrated ability to be mindful, self-compassionate, and actively engaged in building trusting relationships at all levels of the organization.
- Ability to communicate effectively, both verbally and in writing, in both official languages (French and English).



- Ability to lead and promote the organization's Mission, Vision, Values, and the Resident's Bill of Rights and Responsibilities.
- Skill in effectively managing human and material resources within a complex organizational environment.
- Superior leadership, interpersonal, and problem-solving abilities.
- Knowledge and understanding of budget systems, including hours-of-care funding methodologies and the impact of staffing rotations.
- Ability to self-direct, foster innovation, and inspire confidence among highly committed managers and a results-oriented team.
- Capability to lead change initiatives and understand realistic, achievable outcomes.
- Demonstrated excellence in mentorship, coaching, leadership, and communication.
- Ability to contribute to and collaborate effectively with the Continuing Care Program of the Winnipeg Regional Health Authority.
- Proficiency in the use of Microsoft Office software.
- Ability to demonstrate a satisfactory employment record, including consistent attendance.
- Ability to provide a current and satisfactory Criminal Record Check (Vulnerable Sector) and Adult Abuse Registry Check, as required by the Employer.

Knowledge

Demonstrates knowledge and support of:

- Current trends in professional practice, demographic trends, and best practices in geriatric and long-term care.
- Contemporary trends, standards, and practices in health-care services administration and policy.
- Collective agreements, employment standards, and human resources policies and procedures.
- The organization's Vision, Mission, Values, and the Resident Bill of Rights, and Code of Conduct.
- All organizational policies and procedures.
- Workplace Health and Safety legislation, requirements, and safe work practices.
- The Workplace Hazardous Materials Information System (W.H.M.I.S.) program.

We ask that individuals with an interest in further exploring this exciting opportunity contact:

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