



Resident Experience Coordinator

Date: May 15, 2026

Introduction:

Lighthouse is an independent/assisted living home for seniors under the direction of the Emmanuel Seniors Living Society, since 1968. Our mission is to provide a Christian environment that is safe and comfortable so seniors can live with dignity. In providing services and supports to our residents, we are guided by our core values: Integrity, Caring, and Excellence.

Job Description

Reporting to the Site Manager, the Resident Experience Coordinator is responsible for ensuring a smooth transition of residents moving into and out of Lighthouse and in enhancing the quality of life for residents.

This role requires professionalism, compassion, sensitivity, initiative, independent judgment, and attention to detail when engaging with residents, families, community and partner agencies.

Primary responsibilities include:

- Maintain resident files and data in a confidential manner that is compliant with FOIP, PIPA and CASL
- Prepare, maintain and distribute resident application packages
- Provide tours, organize open houses, develop and distribute marketing and promotional materials to advertise vacancies, ensure high occupancy levels, and to support community outreach and awareness efforts
- Manage resident intake and waiting lists
- Manage resident admission and exit from Lighthouse including:
 - Completing lease and admission documents
 - Assigning and tracking storage lockers and parking stalls
 - Assigning and retrieving keys and fobs
 - Coordinating with Maintenance, Housekeeping, and Site Manager on suite cleaning, painting and repairs to vacant suites
- Liaise with family members of residents as required
- Liaise with community partners, local businesses and community stakeholders as necessary
- Prepare reports on service provision and update service plans in compliance with regulatory requirements
- Serve as primary contact for residents including concerns, communications, and requests, addressing concerns and directing unresolved issues through the appropriate channels
- Assist leadership in distributing satisfaction surveys to residents and families
- Manage volunteer program including recruitment, coordinating training and scheduling
- Establish, coordinate, and manage resident committees, including the Resident Focus Group and Decor Committee
- Coordinate and lead the Resident Fire Marshal program
- Implement, organize, and deliver events, activities, and celebrations for residents and

community

- Conform to the Alberta Occupational Health and Safety Act, Regulations and Code, reporting OH&S issues promptly and working with supervisor and HR to ensure staff conform to legislation
- Participate in hazard identification, hazard and risk assessments and controls
- Follows and ensures that staff follow WHMIS procedures
- Supervise the Guest Services team including:
 - Participating in recruitment and selection process
 - Providing training and mentorship
 - Providing and coordinating coverage during absences and breaks
 - Approving time-off requests and timesheets
 - Conducting regular performance evaluations
 - Implementing performance improvement plans and carrying out disciplinary action as required
- Provide general building and staff support as required during Site Manager absences
- Respond to and act appropriately in emergency or disaster situations
- Other duties may be assigned by the supervisor or designate to support operational needs and organizational priorities

Qualifications

- Understand the needs, rights, and values of the elderly, and of the aging process.
- Strong ethics, integrity, and professionalism
- Proven accountability and dependability
- Degree or diploma in a related field (e.g., Hospitality, Events Management, Business Administration) or equivalent combination of education and experience
- Excellent verbal and written communication and interpersonal skills
- Excellent customer service skills
- Ability to work both independently and collaboratively in a team environment.
- Proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint) and relevant database applications
- Exceptional attention to detail, organization and time management skills required.
- Ability to supervise and support staff effectively.
- Ability to work flexible and varied hours as needed, including evenings, weekends, and holidays.
- Current CPR certification

Notes:

The successful candidate will be required to undergo a **security screening** for working in the vulnerable sector.

Compensation:

A competitive salary will be offered to the successful candidate, as well as access to group benefits and RRSP matching program.

Any revisions of the document must be approved by the Director of Operations

Validating Signature:

DOO:  _____

Approved by DOO: May 19, 2026