



## **SITE MANAGER CERTIFICATE PROGRAM**

**Your key to unlocking opportunity & growth in the Seniors Housing Sector.**





## **SITE MANAGER** CERTIFICATE PROGRAM

The Alberta Seniors & Community Housing Association (ASCHA), in collaboration with Red Deer Polytechnic (RDP), is proud to offer accessible, flexible, and sector specific online learning opportunities to Site Managers in rapidly growing seniors' housing. The certificate program is designed for individuals with an interest in developing skills, insights, and the confidence needed to take on the challenge of a leadership role in person-centered environments that emphasize quality support services and care. The program teaches frontline management skills for operations and personnel, as well as effective handling of communication and conflict resolution within the parameters of the aging process.

### **Program Learning Outcomes**

Upon completing this program, you will be able to:

- Model leadership that supports residents, employees, and organizational success.
- Create and maintain organizational stability.
- Employ a philosophy of person-centred focus.
- Construct practices and procedures to support your community within policy and legislation.
- Plan and engage in constructive management conversations with employees.
- Equip employees with the training and tools necessary to competently perform their jobs.

### **Target Audience**

This online Certificate Program is ideal for new and aspiring site managers, as well as any individual who would like to advance in the seniors housing sector.

### **Certificate Requirements**

- Students must take 7 courses: (4) core courses and (3) elective courses to hone their special interests.
- Each course has six live classes: one hour for six consecutive weeks.
- All course material is delivered online.
- Industry relevant instructors.
- No pre-requisites or online learning experience required.
- Technical requirements: reliable Internet connection, headset, and microphone.

### **Prior Learning/Approved Equivalencies**

None.



Red Deer  
Polytechnic



ASCHA  
ALBERTA SENIORS & COMMUNITY  
HOUSING ASSOCIATION

## Core Courses

### **ASHA 120 Communication & Conflict Management**

Develop interpersonal and oral communication skills. Focus on gaining skills and knowledge to manage conflict and build relationships. Come prepared to learn about the conflict management model, processes, and practices.

### **ASHA 122 Site Operations**

Examine the key areas of day-to-day seniors housing operational responsibilities. The focus is on practical elements of managerial activity, relying on discussion and analysis of shared experiences. Examine business and hospitality functions and their relation to each other. The use of data as a management resource will be an important consideration throughout the course.

### **ASHA 123 Site Governance & Management**

Focus on the strategic management of a seniors' housing community including the legal, political, and ethical framework in which the manager achieves the organization's mission. Examine the site manager's role in forming an executive management team and in relation to governing entities.

### **ASHA 125 Aging Processes**

Gain knowledge of the aging processes. Understand the impact of aging on the individual and explore concepts of successful aging and how these may be utilized.

## Elective Courses

### **ASHA 121 Leadership Skills**

Acquire new knowledge and skills in leadership. Focus on moving an organization or a work group to a new, higher level of effectiveness, efficiency and/or workplace fulfillment.

### **ASHA 124 Human Resource (HR) Management**

Discover the framework for a successful HR function. Explore common HR methods and clarify roles and responsibilities within the seniors housing site.

### **ASHA 126 Management Principles for Seniors & Community Housing**

Examine key areas of management principles and common skills of effective managers. Focus on practical elements of managerial activities through discussion and analysis.

### **ASHA 129 Personal & Prof. Development**

Gain skills in presenting yourself professionally and achieve work/life balance. Assess your personal & professional needs and develop an action plan to support short and long-term work and personal growth.

### **ASHA 131 Essentials of Finance for Seniors & Community Housing**

Improve your financial acumen. Learn how to analyze financial statements, make capital budgeting decisions, and manage a budget. Emphasis in this course is on the practical application of theory through practice exercises/examples.

### **ASHA 132 Risk Management**

Risk management is a critical skillset in organizational best practices. Effective risk management reduces negative impact of crises and provides tangible benefits and cost savings. This course introduces students to identifying risks within the operations and gives them tools to mitigate and/or defer risks through risk management activities, responding to risks, resourcing controls, and reaction planning.





## **SITE MANAGER** CERTIFICATE PROGRAM

### **Continuing Education**

#### **Grading System**

The methods of evaluation are based on applied learning opportunities relating to the profession. Completion/submission of all assignments and projects is required. A minimum grade of 65% is required to successfully complete each course. You must acquire a successful grade in all courses, in order to receive the certificate.

#### **Scholarship**

##### **Laura Crawford Certificate Program Scholarship Award - Sponsored by ASCHA**

The Laura Crawford Scholarship Award of \$1000 is granted to one applicant, every year, registered in or attending the Site Manager or the Activity Coordinator Program. For more information visit [ASCHA's Website](#).

#### **Course Registration**

Register [online](#). *\*All ASCHA Members receive 25% off their tuition fee.*

#### **Refund Policy**

Full refunds are available if the Division of Extended Education cancels the course. If you must withdraw from a course, please notify RDP at least 2 business days before the course begins, and we will attempt to accommodate you into another course or issue you a refund less a \$30 cancellation fee. Registration cancellations within 2 days of the course starting date are not eligible for refund.

#### **Contact Information**

##### **RED DEER POLYTECHNIC (RDP) EXTENDED EDUCATION**

P.O. Box 5005

Red Deer, AB T4N 5H5

Phone: 403.356.4900

Email: [extended.ed@rdpolytech.ca](mailto:extended.ed@rdpolytech.ca)

Website: [rdpolytech.ca/extendededucation](http://rdpolytech.ca/extendededucation)

##### **ALBERTA SENIORS & COMMUNITY HOUSING ASSOCIATION (ASCHA)**

9711 47 Avenue

Edmonton, AB T6E 5M7

Phone: 780.439.6473

Email: [education@ascha.com](mailto:education@ascha.com)

Website: [www.ascha.com](http://www.ascha.com)

