Lead with purpose. Help bring homes within reach.
Director of Housing Operations | High River, Alberta

At Westwinds Communities, we care about our people, our properties and the communities we call home. We're seeking an inspiring, practical leader for our **newly created Director of Housing Operations** position—an opportunity to shape a new role and make a meaningful difference across Alberta's Foothills region.

Reporting directly to the CEO, you'll lead housing operations and resident services across retirement living, affordable and near-market housing. You'll coach and empower managers, strengthen service delivery, champion safety and turn strategic priorities into results that help people experience well-being, connection and belonging.

Leadership Responsibilities
The Director of Housing Operations is expected to:

- Lead with a strong resident and tenant focus.
- Mentor General Managers and operational leaders, reinforcing clear expectations and accountability.
- Strengthen collaboration across corporate teams and communities.
- Promote safety, respect, innovation and continuous improvement.
- Serve as a trusted operational advisor to the CEO.
- Model professional, respectful communication and sound judgment.

Within approved organizational policies, budgets, and delegated authorities, the Director of Housing Operations is accountable for operational decisions affecting:

- Community operations;
- General Manager performance and support;
- Resident and tenant services;
- Operational policies and procedures;
- Health and safety;
- Compliance and corrective actions;
- Operational projects and pilots;
- Program implementation;
- Operating performance; and
- Operational risk management.

What you bring:

- Relevant post-secondary education in business, public administration, housing, social or health services, or an equivalent combination of education and experience.
- Progressive leadership experience in housing, seniors services, nonprofit operations or a comparable environment, including leading managers across multiple locations or programs.
- Demonstrated strengths in operating budgets, health and safety, compliance, risk management and performance measurement.
- Experience developing and implementing policies, programs and operational improvements.
- Strong communication, collaboration and change-management skills, with a talent for coaching leaders and building accountable, engaged teams.
- Sound judgment and a commitment to respectful, person-centred resident and tenant services.
- Strong computer literacy and a valid driver's licence with access to a reliable vehicle for regular travel between communities.
- Knowledge of affordable or seniors housing is highly desirable. Experience with government-funded programs, regulatory requirements, contract management and labour relations would be an asset.

Join a purpose-driven organization where respect, accountability, service excellence, safety, innovation and community guide our work—and where your leadership can help shape what comes next.

The successful candidate will be required to obtain a Criminal Records Check.

Bring your experience. Build strong teams. Help more people feel at home.
We encourage qualified candidates to apply by **November 11, 2026**. For supplementary information on this opportunity, and to submit your application, please see:
https://www.westwindscommunities.ca/current-openings/