



# Site Manager Certificate Program

## Program Guide



Position yourself to move the seniors housing industry forward with a person-centred focus.

# Continuing Education

## HISTORY & MISSION

The Alberta Seniors Communities & Housing Association (ASCHA) has worked with Red Deer College (RDC) since 1996 to develop and deliver a specialized certificate program for Site Managers. ASCHA and RDC are proud to offer accessible, flexible and specific learning opportunities in the rapidly growing seniors' housing sector.

## PROGRAM DESCRIPTION

The Site Manager Certificate Program is designed for individuals with an interest in attaining leadership positions in seniors housing, while increasing their understanding of governance and management principles. 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 OUTCOMES

Upon completing this program you will be able to:

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

## AUDIENCE

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

## CERTIFICATE REQUIREMENTS

- Seven online courses.
- Each course is six hours: one hour for six consecutive weeks.
- Class time: 7:00 pm - 8:00 pm MTN time.
- 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.
- Submit parchment application to Red Deer College upon completing all seven courses.

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## REQUIRED 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, process and practices.

### **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 122 Site Operations**

Examine the key areas of day-to-day seniors housing operational concerns. 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.

## **PRIOR LEARNING/APPROVED EQUIVALENCIES**

None.

## **ADMISSION**

There are no prerequisites. Ideally, students will have some experience working in seniors' housing or services.

## **COURSE REGISTRATION**

To view courses and enroll online, visit <http://rdc.ab.ca/continuing-education>.

You may enroll online or by phone at 403.357.3663. *\* All ASCHA Members receive 25% off their tuition fee.* Contact ASCHA for details.

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

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

### **ASHA 124 Human Resource Management**

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

### **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 understandings may be utilized.

### **ASHA 126 – Management Principles**

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

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## 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 grade of Successful (S) and Unsuccessful (U) will be assigned. A 65% average or better on course work outline in Methods of Evaluation with 80% attendance of Online Blackboard Sessions in the class will constitute an "S". You must acquire a successful grade in all 7 courses in order to receive the certificate. As per the Red Deer College grading policy, percentage grades will be converted to the grade of Satisfactory or Unsatisfactory for non-credit career development programs.

## 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. Visit [www.ascha.com/education\\_scholarship.php](http://www.ascha.com/education_scholarship.php) for full details.

## REFUND POLICY

Full refunds are available if the School of Continuing Education cancels the course. If you must withdraw from a course, please notify RDC 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 COLLEGE (RDC) SCHOOL OF CONTINUING EDUCATION

P.O. Box 5005  
Red Deer, AB T4N 5H5  
Phone: 403.356.4900

Email: [continuingeducation@rdc.ab.ca](mailto:continuingeducation@rdc.ab.ca)  
Website: [www.rdc.ab.ca/continuing-education](http://www.rdc.ab.ca/continuing-education)

### ALBERTA SENIORS COMMUNITIES & HOUSING ASSOCIATION (ASCHA)

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Phone: 780.439.6473  
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**ASCHA'S NOBLE CAUSE: Seniors are empowered to have choice and a life of purpose, wherein they are honoured, valued, and respected.**

