

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – DISTRICT RECREATION OPERATIONS - LOCATION – TBA)

#### RECREATION SUPERVISOR – CUPE 1041

The Healthy and Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career in the Recreation Division. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

#### SUMMARY OF DUTIES

Reporting to the Manager, District Recreation Operations or the Manager, Senior Services, the Recreation Supervisor is responsible for the planning, implementing and evaluating of programs and recreation services using a best practices approach within designated program areas for a community. Receives and reviews, interprets and implements operational policies and procedures pertaining to corporate, provincial and national regulations for operation of facilities and programs. Develops and delivers a wide range of programming either directly, or in collaboration with, program development staff and the community to enhance the health, fitness and well-being of participants (children, youth, adults and seniors, special populations and community groups). Effectively responds to internal and external inquiries related to programs and services.

#### GENERAL DUTIES

Assigns work and supervises staff to maximize utilization of human resources. Provides direction, leadership and coordination of teamwork to achieve high levels of performance and productivity; fosters a motivational work environment which supports customer service, innovation and quality of service.

Conducts employee annual performance development plans to increase the standard of service excellence and provide regular follow-up with team. Participates in interviewing, hiring, orientation, training and discipline.

Develops and co-ordinates work plans for team work activities, showing a thorough understanding of the program area.

Assists in developing goals, objectives, annual business and strategic plans consistent with division, department and corporate strategic plans recognizing community needs and availability of resources.

Responsible for the co-ordination and monitoring of sectional budget for area of responsibility. Provides administration and effective cost control of the allocated current budget through utilization of performance standards, specifications, work program and procedures, monitoring of cost control reports and statistical data.

Communicates with a multi-disciplinary team in regard to program and community development and participates on working committees to establish efficient business support practices.

Lead on facility program content and grid development. Responsible for the analysis of program stats and program mix, design and implementation to meet community needs.

Prepares and analyzes data impacts. Uses program statistical data and customer feedback, participation/attendance numbers, trends and target achievements to provide recommendations for potential areas for growth or partnership opportunities.

Responsible to co-ordinate, respond and provide required information to the marketing section, ensuring accuracy and deadlines are met.

Inspects and monitors programs, services, staff, and facility on a regular basis to evaluate quality and efficiency of operations, systems and compliance with operational and program standards.

Establishes and maintains an effective network of communication between management, direct reports, peers, public, private sector agencies, user groups, constituents and City departments.

Responds to complaints, calls, and requests in a timely and professional manner by investigating, implementing and evaluating solutions.

Understands industry best practices and ensure programs are aligned with Community and Corporate Pillars and Strategies.

Advocates departmental and division strategies and reflects a commitment to customers and stakeholders.

Advises and reports to managers on district issues, goals, processes and performance standards. Prepares reports and/or presentations for consideration by the Divisional Senior Management Team on matters related to designated program area.

Participates and represents the department on the Health & Safety Committee and responsible for the completion/coordination of monthly Health & Safety inspections.

Interprets and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable Provincial / Federal Act / Standards and Union Agreements.

Responsible to proactively communicate facility operational matters relative to programming and co-ordination of annual shutdowns and closures with appropriate staff. Liaises with the community and the facility and capital planning team regarding daily facility maintenance and operational concerns and takes appropriate action, taking into consideration staff and public safety.

Required to work regularly scheduled evenings and weekends based on facilities operations, public utilization and program delivery.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton department and corporate policies and procedures. Ensures that appropriate action is followed for those employees who do not work in compliance with legislations, policies and procedures.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all city of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

## **QUALIFICATIONS**

1. A University Degree or Community College Diploma in Recreation, Leisure Services, Health, Kinesiology, Physical Education, Facility Management or related field.
2. Previous experience related to duties listed above normally acquired through a combination of education and work-related experience in the recreation / seniors' field.
3. A results-oriented individual that demonstrates strong leadership and guidance, customer focused; demonstrates innovation / creativity, team advocacy, staff delegation, empowerment and staff development.

4. Must possess excellent public relations, report writing, presentation skills and demonstrates the ability to lead and participate on diverse teams.
5. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations.
6. Knowledge of the relevant applications of the National, Provincial and Municipal Building Codes and practices, the Employee Standards Act, W.H.M.I.S., union agreements, the Municipal Act, the Ontario Fire Marshall's Regulations, the Insurance Advisory Council Regulations, CSA Standards, Forms of Agreement, the Canadian Standard Form of Construction Document, The Occupational Health and Safety Act, The Operating Engineers Act, Amusement Act and Ontario Disabilities Act. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position. Knowledge of the Employment Standards Act and union agreements.
7. Demonstrated commitment to continual improvement and lifelong learning through achieving a combination of two or more of any of the following certifications or designations (or equivalent time and expertise);
  - Joint Health and Safety Committee (JHSC) Certification (5 day)
  - ORFA Legal Awareness I – Supervising in Recreation Environment
  - Current High Five PHCD or PHA Trainer
  - Current NCCP certified coach as governed by a provincial sport association
  - Labour Relations Certificate or Human Resources Coursework (college approved)
  - Gerontology Certificate (college approved)
  - ORFA Leadership Skills for Recreation Professionals or Parks & Recreation Management Certificate or CPRA Professional Development Certification
  - City of Hamilton Cutting Edge of Leadership
  - Current Professional designation through Therapeutic Recreation Ontario
  - Project Management Designation, Lean 6 Sigma – Green Belt or higher
8. Experience in a computerized environment. Working knowledge of Word, Excel, Microsoft Outlook, PeopleSoft and database software.
9. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
10. Provision of a vehicle for use on the job.
11. Must possess and maintain current certification in "Standard" First Aid with CPR Level "C". (This must be clearly identified on your resume.) All "Standard" First Aid certificates must be issued by a training agency recognized by the Workplace Safety Insurance Board (WSIB). Please refer to the WSIB website [www.wsib.on.ca](http://www.wsib.on.ca) for approved providers. At time of assessment (which could be as early as days after the posting closes), you will be asked to provide "proof" that you possess the required certificate(s).

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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