

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT (RECREATION DIVISION – CITY WIDE SERVICES SECTION - LOCATION – 77 JAMES ST. N., SUITE 400)

MANAGER, PROGRAM DEVELOPMENT

SUMMARY OF DUTIES

Reporting to the Director, City Wide Services, the Manager, Program Development provides leadership to a multi-disciplinary team for the Recreation Division and is responsible for the management, coordination and determination of a full range of recreation programs and services City Wide to include Seniors, Aquatics Inclusion, Children/Youth, Outdoor Recreation and Wellness/Fitness and is also responsible for the management and operation of the senior centre facilities on a city wide basis. The Manager, Program Development coordinates programs, activities and services within the Division, with other City departments, outside agencies and organizations and the general public and provides highly responsible and complex staff assistance. The Manager, Program Development must be a proven leader in Recreation Program development, knowledgeable and able to coach, teach and train staff in quality recreation program design and employ a variety of strategies and processes based on trends and needs analysis.

GENERAL DUTIES

Program Development

Leads a multi-disciplinary Program Development team in recreation program planning as it relates to Seniors, Aquatics, Inclusion, Children/Youth Outdoor Recreation and Wellness/Fitness programs.

Directs the development of strategic framework for program management of City Wide community recreation programs for Seniors, Aquatics, Inclusion, Children/Youth Outdoor Recreation and Wellness/Fitness programs across the City.

Manages the development and implementation of strategic direction, annual and long range program development plans, marketing, promotions, appropriate system wide program policy and procedure development, program standards, performance indicators, program user fees and provides professional advice to the Recreation Management Team.

Conducts research and facilitates focus groups to assess community recreation needs in a variety of program areas to ensure recreation programs and services are meeting ever changing community needs.

Designs, implements and evaluates programs and services including development, scheduling and registration.

Analyzes and interprets performance indicators on a seasonal basis – implements changes to programs and services based on analysis.

Continuously monitors and evaluates the efficiency and effectiveness of program and service delivery methods. Reviews and identifies opportunities for improvement; implements improvements in partnership with community groups and partner organizations.

Aligns strategic initiatives with future service demands with other Departments and Divisions for recreation programs and services such as Aquatics, Inclusion, Children/Youth Outdoor Recreation and Wellness/Fitness Strategies.

Administers and oversees service level and contractual agreements with recreation program service providers.

Manages collaborations with a variety of internal staff within Community Services and external stakeholders such as volunteers, community groups, non-profit and government sectors to deliver recreation programs and services to the community.

Represents Recreation on cross branch and cross departmental committees and initiatives related to recreation

planning of programs and services.

Provides direction, expertise and advice in recreation program administration to a variety of Program Co-ordinators including research measurement working with diverse populations, program standards, program evaluation and performance measures and budget management.

Responds to public, media, staff and elected officials' inquiries and complaints, resolving matters including participation in decisions or actions taken.

Prepares, manages, monitors annual operating budgets; prepares variance and forecast reports; directs supervisors and frontline staff in budget planning, training, and monitoring of operating budgets based on division, department and corporate policies and guidelines.

Prepares corporate reports, briefing documents and correspondence for Director, City Council and Committees; performs public relations activities and presentations on behalf of the division as required.

Coordinates meetings, conducts presentations, promotes volunteerism and partnerships, prepares alternative plans and approaches for programs and services based on information pertaining to apparent or expressed needs.

Administers, co-ordinates and directs the ongoing activities within the District by delegating and assigning work to staff ensuring maximum utilization of human resources; monitoring and evaluating individual staff performance; coach, mentor and support staff development.

Provides direction, leadership and co-ordination of teamwork; motivate and encourage District staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation and quality of service.

Represents respective area in labour relations issues including participating in labour management meetings, providing input for Collective Agreements and grievance settlements.

Provides consistent performance management for subordinate staff including motivation, supervision, interviewing, hiring, disciplining, guidance and counselling, attend to management and confidential personnel matters.

Acts as a stand in Director on a rotating basis with other members of the Divisional Management Team.

Training

Working with a staff team to design, develop, implement and evaluate training and development programs based on the Division and the individual staff needs.

Seniors

Responsible for program planning, leadership, administration, facility operation and supervision work for senior programs, services, clubs and centres.

Responsible for the design, delivery and supervision of senior's programs, activities, events, community development and administration.

Ability to provide leadership, assistance and guidance to organize volunteer committees/clubs.

Manages the operations of community senior centre facilities including property management services such as building maintenance and repair, custodial services, alterations and space allocation as required; develops and implements ongoing preventative maintenance, asset management and quality assurance programs for community buildings and facilities.

Develops and implements a twenty-four hour, seven-day week emergency response system for senior centre building emergencies, equipment failures, and occupant safety and security alarms for community recreation facilities.

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 legislation, policies and procedures.

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.

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

QUALIFICATIONS

1. Progressively responsible experience in recreation and administration at the Supervisory and Manager level normally acquired through a Bachelor's Degree from an accredited college or university in public administration, recreation/facility management, business administration or a combination of education and related extensive work experience.
2. Demonstrated knowledge and extensive experience in a range of core functions of the recreation portfolio, including recreation administration and program management, and building community capacity.
3. Excellent research, planning, report writing, marketing, financial, administration, revenue generating, supervisory, project management, communication and facilitation skills.
4. Ability to direct the delivery of recreation business planning, programs and services for the City by making use of management and leadership skills complemented by an innovative and results-oriented approach.
5. Strong interpersonal skills including an ability to establish and build effective relationships with staff, cross functional corporate teams, partner organizations and voluntary groups; ability to liaise effectively with the public and elected officials.
6. Ability to plan, prioritize and manage workloads of personal work and various teams; experience working in a highly unionized work environment.
7. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
8. Good knowledge of the methods and practices of the operation and maintenance of senior recreation centres.
9. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
10. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.
11. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
12. Provision of a vehicle for use on the job.
13. Must possess High Five Principles of Healthy Child Development Certification.

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