

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(RECREATION DIVISION – PROGRAM DEVELOPMENT - LOCATION – 77 JAMES ST. N., SUITE 400)

SUPERVISOR, AQUATIC PROGRAMMING – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Program Development, the Program Lead, Aquatic Programming is responsible for overseeing advanced aquatics programs and supervise the coordination of citywide staff training, and ensuring development, administration and evaluation of comprehensive aquatic strategies on a City wide basis. This position acts as the direct liaison between the Recreation Division and community groups, governing organizations, and legislative bodies related to all areas of aquatic programming. In partnership with the aquatic Supervisory teams and their Districts, this position will focus on identifying best practice standards, revising policies and procedures, and contributing in joint projects and priorities.

GENERAL DUTIES

Represents the Recreation Division on municipal working groups and is the key liaison between the Division and governing regulatory bodies (i.e. Lifesaving Society, Public Health, Dive Ontario, and Synchro Ontario). Builds, fosters, and maintains intergovernmental and interdepartmental relationships to achieve common goals.

Provides a conduit of information between regulatory bodies and recreation districts. Informs Division priorities, training requirements, changes to policies or procedures, or need for equipment or programming revisions based on updates to best practices, programming trends, or regulations.

Provides direction, supervision, leadership and coordination of teamwork. Motivates and encourages staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and quality of service.

Supervises and participates in the interviewing and hiring of full and part time staff. Responsible for completing staff onboarding, scheduling, monitoring performance and disciplinary action.

Oversees the coordination of staff training programs, including the scheduling of staff, monitoring budget, and preparing reports. Ensure the development, implementation, and delivery of in service staff programs adhere to procedures and standards.

Supervises and coordinate Advanced Aquatics programming delivered city wide. Responsible for scheduling programs, monitoring and reporting on revenues/expenses, and provides effective cost control of the allocated current budget. Responsible for preparing annual budgets, monitor cost control reports and statistical data.

Maintains relationships with community groups and organizations, including swim clubs and school board, to prepare program/partnership agreements, facilitate access to pool rentals, and plan joint events.

Participating member of Aquatic Supervisor table. Supports joint aquatics projects and priorities through researching and reporting on best practices, municipal benchmarking, community programming, and completing cost/benefit analyses. Defines quality indicators for aquatic programs, and analyzes against implementation and customer satisfaction. Completes reports, charts, comparisons, or presentations as required.

Liaises with the community and the facility and capital planning team regarding maintenance and operational concerns. Reports facility maintenance concerns immediately and take appropriate action, taking into consideration staff and public safety.

Communicate need for program growth or new service delivery; prepare grant submissions or requests for funding as

required to fill service gaps.

Provides public relations and customer service through verbal and written communication. Responds to internal or external requests for information.

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

Required to work regularly scheduled evenings and weekends based on program 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.

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. University Degree or Community College Diploma in Recreation, Leisure Services, Health, Kinesiology, Physical Education, and / or equivalent combination of related qualifications and related work experience.
2. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
3. Proven knowledge and understanding of policy development, aquatic regulations, program design processes, and outcome based evaluations.
4. Holds and maintains current certifications: Lifesaving Instructor and Lifesaving Swim Instructor Certification, Standard First Aid and CPR C, and. High Five Principles of Healthy Child Development Certification.
5. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development and is results-oriented.
6. Knowledge of the relevant applications of the National, Provincial codes and practices, the Employment Standards Act, union agreements, WHIMIS, 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, Amusement Act, and Ontario Disabilities Act.
7. Previous experience in the design, development and implementation of aquatic programs through understanding of program delivery and aquatic facility operations.
8. Proven relationship management, public relations, and partnership-building skills to enable cooperative working relationships both within and outside the division.
9. Excellent research skills to conduct research, monitoring analysis and assessment of aquatic programs, issues and trends.
10. Experience in a computerized environment. Strong working knowledge of Word, Excel, Microsoft Outlook, PeopleSoft and recreation database software.
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. National Lifeguard (Pool) and National Lifeguard Examiner considered an asset

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.
