

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(RECREATION DIVISION – DISTRICT RECREATION OPERATIONS - LOCATION – 77 JAMES ST. N., SUITE 400)

SUPERVISOR, INCLUSION PROGRAMMING - CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Program Development, the Supervisor – Inclusion Programming is responsible for overseeing city wide inclusion and fee assistance programs, and ensuring the development, administration and evaluation of comprehensive inclusive strategies. This position acts as the direct liaison between the Recreation Division and community groups, governing organizations, and legislative bodies related to all areas of inclusive programming. In partnership with the Aquatic and Recreation Supervisor teams and their Districts, this position will focus on identifying best practice standards, revising policies and procedures, and contributing to joint projects and priorities.

GENERAL DUTIES

Represents the Recreation Division on municipal working groups and is the key liaison between the Division, the community and governing regulatory bodies. 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 teams. 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.

Identifies and facilitates professional development of staff. Develops, initiates and delivers in-service training programs.

Supervises programming delivered city wide, including Inclusive Programs (Support and Adapted), the Recreation Fee Assistance Program, and programs for other identified marginalized populations. 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, to prepare program/partnership agreements, facilitate access to centres, and plan joint events.

Contributing member of Aquatic and Recreation Supervisor tables. Supports projects and informs priorities through researching and reporting on best practices, municipal benchmarking, community programming, and completing cost/benefit analyses. Defines quality indicators for inclusive and subsidized 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 facility accessibility 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.

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

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

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. A University Degree or Community College Diploma in Recreation, Leisure Services, Developmental Services, Health, Kinesiology, Physical Education, or related field.
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, accessibility regulations, program design processes, and outcome based evaluations. Demonstrated knowledge of and programming experience with clients possessing a variety of cognitive, special needs, physical, intellectual and behavioural conditions.
4. Holds and maintains current certifications: Non Violent Crisis Intervention (NVCI) and Standard First Aid and CPR C.
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. Previous experience in the design, development and implementation of inclusive programs through understanding of program delivery and recreation facility operations.
7. Knowledge of the relevant applications of the National, Provincial codes and practices, Charter of Human Rights, Accessibility for Ontarians with Disabilities Act, 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.
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 inclusive 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. High Five Principles of Healthy Child Development Certification 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.
