

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(RECREATION DIVISION – DISTRICT RECREATION OPERATIONS SECTION - LOCATION – 780 UPPER WENTWORTH ST.)

MANAGER, SENIOR SERVICES

SUMMARY OF DUTIES

Reporting to the Sr Manager, District Recreation Operations, the Manager, Senior Services is responsible for the management, supervision, operation, evaluation and administration of the City's comprehensive seniors' programs, services and facilities. The Manager, Senior Services is responsible for implementing short/long range planning objectives and needs assessment as it relates to seniors' programs, facilities and services. Prepares operational business plans, contracts and performance measures; manages and prepares annual operating budgets; manages the recruitment, training, performance and scheduling of human resources and prepares reports for the Director, General Manager, Committees and Council; resolves Ward Councillor issues and concerns. The Manager works closely with the District Operations sections, other City Departments, outside agencies, community groups, businesses, not for profit agencies and the general public. This position contributes to an area of specialty in order to provide advice and resources as it relates to seniors programming, facilities and services.

Participates in C&ES emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

GENERAL DUTIES

Manages the operations of senior centre facilities across the City, including coordination of maintenance services in conjunction with Facility and Capital Programs Section (ie. building maintenance and repair).

Develops and manages various recreation service delivery models for Seniors (i.e. direct programming, partnerships, community development) with division and department staff, business, volunteers, community groups, non-profit and government sectors to deliver recreation services to the community; prepare service level and contractual agreements.

Prepares, manages, monitors section 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.

Provides leadership, assistance and guidance to organized volunteer clubs, committees and organizations.

Develops section goals, objectives, annual business and strategic plans and long-range plans consistent with division, department and corporate strategic plans recognizing community needs and availability of resources.

Administers, co-ordinates and directs ongoing activities for Seniors by delegating and assigning work to staff; ensuring maximum utilization of human resources; monitoring and evaluating individual staff performance; coaching, mentoring and supporting staff development.

Represents the Recreation Division on cross-branch and cross-departmental committees and initiatives related to the planning of Senior's recreation programs and services.

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

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

Resolves Ward Councillor issues and concerns.

Monitors adherences to all mandated health standards by ensuring the provision of a health and safety program for employees and public involved in recreational services.

In collaboration with supervisory and frontline staff, prepares, implements and monitors customer service standards, service quality measurements, customer satisfaction and the implementation of continuous improvement programs.

Administers co-ordinates and directs the ongoing activities within the section 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.

Represents the Division in Labour Relations issues including participating in Labour/Management meetings, assisting in negotiations for collective agreements, negotiates grievance settlements, interviews and appoints applicants to staff vacancies.

Provides direction, leadership and co-ordination of teamwork; motivates and encourages section staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and quality of service.

Maintains and creates new revenue sources within section.

Manages and prepares long range plans and forecasts for operational, maintenance and equipment requirements.

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

Participates in Healthy and Safe Communities Department emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

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 seniors' services, recreation administration and program management, facility management, and building community capacity.
3. Excellent research, planning, report writing, marketing, financial, administration, revenue generating, supervisory, project management, and communication and facilitation skills.
4. Experience working with Volunteer Management and Boards an asset.

5. Ability to direct the delivery of recreation, parks and facility operations, programs and services for the City by making use of management and leadership skills complemented by an innovative and results-oriented approach.
6. 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.
7. Ability to plan, prioritize and manage workloads of personal work and various teams; experience working in a highly unionized work environment.
8. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations.
9. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
10. Knowledge of the relevant applications of the National, Provincial and Municipal Building Codes and practices, the Employee Standards Act, 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.
11. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.
12. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
13. Provision of a vehicle for use on the job.
14. High Five Principles of Healthy of Healthy Aging 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.
