

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT

(RECREATION DIVISION – DISTRICT RECREATION OPERATIONS - LOCATION – 28 JAMES ST. N., 3RD FLOOR)

RECREATION SUPERVISOR (SENIORS) – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, of Senior Services, the Recreation Supervisor for Seniors is responsible for the planning, implementing and evaluating senior programs and services using a 'best practices' approach as it relates to Seniors. Receives, reviews, interprets and implements operational policies and procedures pertaining to corporate, provincial and national regulations for operation of facilities and programs specific to Seniors. Develops and delivers a wide range of seniors' programming either directly or in collaboration with program development staff and the community that enhance the health, fitness and well-being of District Operations, Senior Centres. Responds to internal and external inquiries related to Senior recreation programs and services.

GENERAL DUTIES

Supervises senior programs and uses a 'best practices' approach to identify initiatives and programs. Meets seniors, the diverse community and City Wide needs (taking into consideration service delivery including legislation, policies, trends and cost benefit analysis).

Assigns work and supervises staff to maximize utilization of human resources.

Supervises and coordinates the activities of the senior services staff.

Conducts research and analyzes senior program trends, ensures that recommended initiatives and programs are based on best practices.

Designs and implements strategies to improve the effectiveness and efficiency of meeting the seniors' community needs based on research, demographics and trends.

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.

Provides specialized advice/expertise in senior program specific issues and helps to identify recommendations for changes, development and revenue generating opportunities

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.

Undertakes marketing and communication initiatives to promote the benefits of seniors recreational services and provides presentations to various senior groups, internal teams and others.

Responds to internal and external enquiries related to seniors' programs and services.

Prepares related reports, recommendations and identifies potential areas of growth.

Prepares reports and/or presentations for consideration by the Divisional Senior Management Team on matters related to seniors initiatives.

Liaises with City Wide Services section and Recreation Supervisor, Clubs, to ensure that Senior programs have consistent standards and are aligned with community needs.

Liaises with Co-ordinator, Training & Development as a seniors' subject matter expert.

Liaises with various community groups, internal stakeholders and divisional teams pertaining to requirements, innovative programs, partnerships and revenue opportunities associated with program specific needs.

Develops community knowledge and builds partnerships that will benefit seniors programs and enhance services.

Designs and implements strategies to improve the effectiveness and efficiency of meeting community needs based on research, demographics and trends.

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.

Understands and consistently applies ethics and values of the Division in daily work.

Ensures senior program standards and legislation, policies and procedures are adhered to City Wide.

Develops, implements and evaluates area work plans, reporting on the section's programs, financial and staff performance against internal and external benchmarks.

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

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.

Conducts performance appraisals to increase the standard of service excellence and provide regular follow-up with team.

Develops and clearly communicates operational and administrative expectations for staff. Ensures staff perform efficiently and in harmony to provide a high level of service to a defined area.

Participates in interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations and confidential matters.

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 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 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. A University Degree or Community College Diploma in Recreation, Leisure Services or Facility Management and / or equivalent combination of related qualifications and related work experience.
2. Previous experience related to duties listed above normally acquired through a combination of education and work-related experience in the senior recreation field.
3. Previous knowledge and experience working in a senior recreation centre.
4. 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.
5. Must possess excellent public relations, report writing and demonstrated the ability to lead and participate on diverse teams.
6. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
7. 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.
8. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
9. Knowledge of the Employment Standards Act and union agreements.
10. Experience in a computerized environment. Working knowledge of Word, Excel, Microsoft Outlook, PeopleSoft and database software.
11. Must possess and maintain current "Standard" First Aid and CPR Level "C" Certification.
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 Child Development Certification considered an asset.

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