

MANAGER OF COMMUNITY SERVICES

DEFINITION

Under the direction of the Senior Manager of Recreation Services, the Manager of Community Services leads the overall operation of the Community Services Section. The position manages the development and delivery of an integrated suite of recreation services and programs in order to enhance the quality of life for citizens of all ages. These services include youth activity centres, seniors services, special programs, partnerships in schools and alternate spaces, and other Divisional initiatives which may include cultural programs, special events and low-cost service alternatives.

The Manager of Community Services exercises considerable independence of judgement and action in the performance of duties, and participates in the formulation of strategic plans, policies and procedures.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:

- Plans, organizes and coordinates the delivery of a wide variety of high quality programs, services and special events that are founded on research-based needs of the community.
- Implements a system of program planning to regularly assess community need, and develops programs and services which are reflective of same.
- Establishes and maintains communication with a variety of associations, organizations, groups and individuals in support of community -based programs in the Municipality.
- Develops and maintains positive consultative relationships with community groups and agencies in the health, seniors and child sectors, as well as with members of Council.
- Leads the recruitment, selection, training, supervision and performance evaluation of all Community Services staff.
- Provides leadership to Divisional programming staff to ensure consistency in program service delivery, and facilitates strategic operational planning. Assumes responsibility for the role of liaison between programming and management staff.
- Manages and supports resource development including grant applications, sponsorships and/or partnerships for the delivery of recreation services across the Division.
- Develops systems to effectively evaluate and report on the operation of the Community Services Section and Division programs, services and initiatives including relevant records, statistics and reports.
- Reviews existing Departmental programs and services regularly and strategically introduces new opportunities.
- Develops and maintains community health and leisure education programs or initiatives that model corporate values as described in various Municipal plans and strategies.
- Ensures effective communication exists within the Community Services Section, between other sections and programs, and between all Division supervisory and administrative staff.
- Prepares and manages the Community Services budget and monitors all financial functions in the Community Services Section.
- Formulates Divisional and Departmental operational policies and procedures and submits same for Departmental approval.
- Develops Recreation program and service strategies which emphasize public participation and utilization of Departmental resources, and assists in setting the strategic direction for the Division.
- Ensures a safe workplace and that all Section staff are in compliance with WorkSafe BC regulations.
- Performs related Divisional, Departmental and Municipal duties as required.

KNOWLEDGE, SKILLS AND ABILITIES ON THE JOB:

- Thorough understanding of the philosophy of recreation and leisure, the role of the Division and the process of program development.
- Thorough knowledge of the principles, practices, methods and procedures used in the administration of recreation facilities, operations, programs and services.
- Thorough knowledge of leisure resources, interests, needs and the requirements of the community.
- Understanding of the application of marketing principles and practices for a public leisure service

- organization.
- Ability to supervise and provide leadership for staff.
- Analytical and problem solving abilities.
- Demonstrated ability in the practice of community development.
- Knowledge of and commitment to the principles and practices which provide excellence in customer service.
- Ability to compose non-routine documents and reports to a high standard
- Knowledge of contemporary human resources management practices, including attendance at work, recognition, coaching, mentoring, and performance management.
- Ability to comport oneself as an Exempt staff member working within a Municipal setting.
- Considerable knowledge of WorkSafe BC regulations applicable to the work performed in the Section.
- Knowledge of computers, word processing, database, spreadsheet, and Recreation operational applications
- Knowledge of municipal policies, bylaws, provincial and federal regulations as they apply to the working environment of Community Services.

- Demonstrates Saanich Core Competencies as they relate to this position (see all behaviour statements):
 - o Adaptability - willingness to be flexible in a changing work environment
 - o Relationship Building - establishes and maintains respectful and cooperative working relationships.
 - o Effective Communications - communicates effectively with others.
 - o Problem Solving - recognizes and acts to resolve problems.
 - o Customer Focus - provides excellent service to both internal and external customers.

- Demonstrates Saanich Leadership Competencies as they relate to this position (see all behaviour statements):
 - o Strategic Agility – Anticipates future needs, opportunities and consequences. Uses a proactive approach to take action and achieve desired outcomes. (level 1)
 - o Innovation – Strives for innovation in the workplace. Champions new ideas and creative solutions. (level 1)
 - o Change Management – Actively promotes appropriate change as a necessary business function. Leads people through transition and change. (level 1)
 - o Collaboration – Uses a consultative approach to initiate and foster a spirit of cooperation to achieve corporate goals. (level 1)
 - o Supporting Employees – Empowers employees to contribute to organizational success. (level 1)
 - o Personal Insight & Impact – Shows awareness of self and impact on others. Works to improve own personal performance.

REQUIREMENTS:

- Bachelor's degree in recreation administration or related discipline.
- Five years experience in the provision of recreation services including two years experience in a supervisory capacity, and two years community development experience.
- Possession of a valid Class 5 BC Driver's License and a personal vehicle that meets the requirements described in the Transportation Policy, available for use as and when required.
- Satisfactory Police Information Check.

STANDARDS:

- Support and uphold the established policies of the municipality and the department in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization of the Department Head.
- Adhere to all established department and municipal rules and regulations.
- Maintain the performance levels set by the department in the execution of all duties and responsibilities.
- Maintain a cooperative working relationship with employees, management and the public.
- Maintain regular communication with supervisors, keeping them fully informed of all non-routine,

- urgent and/or controversial matters.
- Maintain an up-to-date knowledge of the provisions and requirements of the statutes, by-laws and regulations affecting the division.
- Shall not receive or solicit a subscription, gratuity or fee for or in conjunction with any service or presumed service performed by him/her as an employee.