



Town of Olds

Employment Opportunity

Manager of Community Services

The Town strives for a culture focused on our vision of being dedicated, helpful and knowledgeable. We are dedicated to providing a quality lifestyle to the residents of Olds. This dedication involves supporting programs that enhance the lives of our community members.

The Town of Olds has an opening for a full time Manager of Community Services. Reporting to the Director of Community Services, the incumbent will lead staff using the community development approach to programming within the community and oversee service delivery in the Aquatics Center. This position supervises three Community Facilitators that work with a wide and diverse number of community partners to support programs through consultation and facilitation processes. The incumbent also supervises the Facility Booking Attendant who assist the community in booking ice times, ball diamonds and, other community facilities, the Aquatics Coordinator and the Nu-2-U Supervisor. The Manager of Community Services is also responsible for administrating and working with Family and Community Support Services within the community and facilitation of community events using the International Association for Public Participation Spectrum/Process.

Qualifications:

- Related university undergraduate degree such as Recreation Administration, Business Administration, Social or Community Development.
- A minimum of five years experience or an equivalent combination of education and experience.
- Experience in leading and facilitating community events will be a key aspect of this position.
- A valid class 5 Driver's license.
- A certificate or training in public participation or public engagement would be considered an asset.

Compensation is based on a 37.5 hour work week and includes benefits. Some evening and weekend work will be required for community meetings and events. A criminal record check, including vulnerable sectors will be required before an offer of employment will be made.

A detailed job description including specific qualifications can be found on the Town of Olds website at www.olds.ca/employ.html

Interested parties are invited to submit resumes outlining their qualification by May 25, 2018 to:

Human Resources
Town of Olds
4512 46 Street
Olds AB T4H 1R5
Fax 403.556.6537
E-mail: hr@olds.ca

The Town of Olds thanks all applicants for their interest, however, only those chosen for an interview will be contacted.

Town of Olds Job Description

JOB TITLE: Manager of Community Services		
DEPARTMENT: Community Services	JOB REPORTS TO: Director of Community Services	
<p>FUNCTION/PURPOSE: The Manager of Community Services is responsible for effectively leading a community development approach to leisure and social development program and service delivery. This includes community liaison and facilitation of leisure and social development opportunities. Supervision of a broad range of staff engaged in diverse activities such as marketing, programming, community facilitation, leadership and community development is a critical aspect of this position. The position is responsible for developing and facilitating a comprehensive offering of leisure and social development services both offered directly by The Town of Olds and indirectly by the community.</p>		
#	KEY RESPONSIBILITIES	Freq.
1.	<p>Leadership</p> <ul style="list-style-type: none"> • Guides Community Development staff in awareness, understanding and the application of the Town and department vision for implementing a community development approach to service delivery. • Guides staff in awareness, understanding and the application of the Town and department vision for operating and maintaining Town facilities, amenities, and programs. • Hires, trains, supervises, disciplines, reviews and evaluates the work of staff in the Community Services section. • Develops and implements the direction for all programs and services to be delivered/supported by the Community Services functions. • Provides guidance for community engagement initiatives. • Maintain a strategic focus with frequent interaction with project/work teams. • Ensures community as well as municipal and department impacts are considered in the delivery of programs and services. • Stays current and connected to research, professional associations, trends and other provincial and national initiatives that will guide Olds in its service delivery. <p>Decisions:</p> <ul style="list-style-type: none"> • Establishes an appropriate culture for the Community Services Area, which is consistent with the Town's and Department's. • Reviews training and development plans for staff, including the authorization of the plan and attendance at seminars, courses and conferences. • Determines priorities, in conjunction with staff and delegates work activities and tasks to team members. <p>Recommendations:</p> <ul style="list-style-type: none"> • Recommends improvements and alterations to Community Services planning initiatives to the Director of Community Services. 	25%
2.	<p>Community Development</p> <ul style="list-style-type: none"> • Facilitates the development and sustainability of community-based organizations, mobilizing individuals and communities to promote and take responsibility for individual and community well being. • Encourages the development and support of partnerships and other cooperative relationships for service provision. • Leverages and aligns Community Services resources in areas of greatest need. • Provides public information, education, referral and advocacy relative to recreation, culture and social development programs and service opportunities. 	25%

	<ul style="list-style-type: none"> • Ensures that a broad range of recreation, culture and social development opportunities are available and accessible to all citizens of Olds. • Initiates processes and strategies to facilitate community involvement and ownership in service planning and delivery. • Coordinates initiatives with other managers in the organization. • Represents Community Services within the community ensuring visibility and liaison with community leaders and stakeholders. <p>Decisions:</p> <ul style="list-style-type: none"> • Determines the level of service to be facilitated and provided through the Community Services and/or in conjunction with the community. • Determines applicability of programs and services proposed within the department service delivery model. <p>Recommendations:</p> <ul style="list-style-type: none"> • Recommends policy changes, to service level provisions within the Community Services that are consistent with the department Service Delivery Model. 	
3.	<p>Program Development & Planning:</p> <ul style="list-style-type: none"> • Plans, organizes and coordinates the delivery of a wide variety of leisure and social development programs and services those are based on the needs of the community and are in accordance with sound practices, applicable policies and which reflect high quality service provision. • Leads implementation of Family and Community Social Services (FCSS) through a community development approach. • Ensures that current programs and services are regularly evaluated and modified or changed to reflect changing community needs and customer expectations. • Supports, facilitates and advocates for cooperative program planning (i.e. inter-agency, inter-departmental). • Creates or facilitates opportunities for feedback on program delivery. <p>Decisions:</p> <ul style="list-style-type: none"> • Sets and interprets standards for program content, duration and fees. • Determines which department and community run programs are appropriate for coordination and collaboration. <p>Recommendations:</p> <ul style="list-style-type: none"> • Recommends revised recovery rates to the Director of Community Services. 	15%
4.	<p>Budget:</p> <ul style="list-style-type: none"> • Prepare and Monitor Community Services budgets ensuring that expenditures and revenues are in compliance with sound financial management practices, the budget plan, and municipal policy. • Preparation of budget, preliminary budget documents for Director of Community Services to establish proposed changes. • Participate in the development of long term capital planning • Develops, prepares and manages the operating and capital budget for presentation to the Director of Community Services. • Establishes sound funding practices for the promotion, allocation and reporting of the Family and Community Support Services program for The Town of Olds. <p>Decisions:</p> <ul style="list-style-type: none"> • Approves specifics to be included and/or excluded from the annual operating and capital budget and ensures presentation to the Director of Community Services. • Decides most appropriate use of dollars allocated to operate the Community Services Section. • Pursues new revenue generation initiatives. <p>Recommendations:</p> <ul style="list-style-type: none"> • Recommends annual distribution of FCSS grants to community organizations. • Develop and implement recovery plans for off-schedule and unanticipated occurrences. 	15%

	<ul style="list-style-type: none"> • Recommends the Community Services areas operating and capital budget and service plan to the Director of Community Services. • Recommends variance solutions, budget modifications and when necessary, emergency expenditures not in current budget to Director of Community Services. 	
5.	<p>Contract Management:</p> <ul style="list-style-type: none"> • Initiates, administers and manages agreements and contracts with community groups and service clubs for the delivery of leisure and social development programs and services. • Communicates broad scope or complex contract awards to Director of Community Services. <p>Decisions:</p> <ul style="list-style-type: none"> • Develops and evaluates tenders and proposals, interviews and selects prospective contractors. • Approves agreements and contracts for services including standard terms and conditions. • Scope of work for and hires contractors in accordance with Town of Olds practices. <p>Recommendations:</p> <ul style="list-style-type: none"> • Recommends changes to standard terms of agreements and contracts. • Recommends length of agreement term where not dictated by policy. • Recommends to Director of Community Services on broad scope or complex contract awards. 	10%
6.	<p>Communications, Public Relations and Marketing:</p> <ul style="list-style-type: none"> • Monitors the marketing, promotion and programming initiatives for the Community Development Section and in the community to ensure that there is maximum opportunities for access, use and where applicable, revenue. • Works with Communications Coordinator to facilitate the development of marketing plans for facilities and services. • Facilitates the development of marketing plans for programs and services in the Community Development Section. • Sets standards for and manages, directly and through subordinate staff, public behaviour and conflict resolution for section programs and services. • Establishes effective working relationships with community leaders including community organizations, school principals, businesses, internal and external stakeholders and businesses. • Represents the Town at meetings and on committees as assigned. <p>Decisions:</p> <ul style="list-style-type: none"> • Approves marketing and promotional strategies and materials for section. • Maintains media relations and answers inquiries regarding the Community Services area. • Approves public news releases relevant to the Community Services. <p>Recommendations:</p> <ul style="list-style-type: none"> • Recommends budgets for advertising and promotions, and recommends and marketing and promotional plans to the Director of Community Services. 	10%
7.	<p>Risk Management & Safety:</p> <ul style="list-style-type: none"> • Develops and maintains operational guidelines policies and procedures, for programs and services offered by The Town of Olds directly or in conjunction with the community. • Ensures risk management and safety programs are in place for employees working in the section and for members of the public participating in programs and services that are consistent with Town standards and policy as well as provincial and federal legislation. 	100%

	<ul style="list-style-type: none"> Manages the development of risk management and safety standards which are consistent with Town standards and policy, including provincial and federal legislation, for employees working in the department, contractors and for members of the public. <p>Decisions:</p> <ul style="list-style-type: none"> Decides risk management and public safety procedures and the rules and regulations covering operations of programs and services. <p>Recommendations:</p> <ul style="list-style-type: none"> Develops and proposes recommendations for new policies and policy changes as they apply to this jurisdiction. Recommends standards for managing public behaviour in facilities. 	
--	--	--

QUALIFICATION, KNOWLEDGE, SKILL & ABILITY REQUIREMENTS:

Education:

- Related university undergraduate degree such as Recreation Administration, Business Administration, Social Development, Community Development or equivalent combination of education and experience.
- A certificate or training in Public Participation or Public Engagement an asset

Experience:

- Minimum of five years of progressively more responsible professional municipal experience, preferably in recreation or social and community development.

Competencies:

- Thorough knowledge and understanding of the philosophy and objectives of municipal recreation and social development services and of a community development approach to service provision.
- Ability to develop and maintain sound operation systems and policies and procedures.
- Ability to facilitate strong relations with subordinates, municipal colleagues, contractors, school boards, community organizations, business community, service clubs, institutions, and the general public.
- Ability to estimate, monitor and control expenditures.
- Knowledge of Provincial legislation and municipal by-laws governing operation of public leisure and social development services.

The successful candidate will be a strategic thinker who embodies strong Ethics & Values, has a keen Service Focus, strong Planning & Organizing, Leadership, Communication, Adaptability & Change Management skills. (Understanding the Municipal Political Environment)

<p>DIRECTLY REPORTING TO THIS JOB ARE: 6.5 FTE</p> <p>Direct reports are: Community Facilitator (3), Heritage Advisor, Aquatic Coordinator, Nu2U Supervisor, Booking Attendant</p>	<p>NOC CODE: 0411</p>
--	------------------------------

RESPONSIBLE FOR APPROXIMATE ANNUAL BUDGET OF:
2018 Revenue: \$1.0 million; Expenditures \$2.8 million

WORKING CONDITIONS:
Work evenings and weekends for meetings and program evaluation.

- Required to travel outside of Olds on occasion.
- Exposure to public and media criticism
- Deals with public concerns and views on the provision of service.
- Interruptions during evenings and weekends to respond to public, media, technical or safety concerns in the Community Services Department.
- Identified job hazards: Hazards as outlined on the Hazard Identification & Assessment Worksheet in the Town Office Safe Work Procedure and Hazzard Assessment binder.

<p>Wage Grid: Manager I</p> <p>Incumbent Signature: Date:</p>	<p>Supervisors Signature: Date:</p>
--	---