
Position Vacancy: Manager, Seniors and Youth Services

Great City, Great Work, Great Future!

The City of New Westminster is proud of the quality of life and residents' sense of belonging that comes with having a "small town" feel. This role is anchored in Century House - one of Canada's first seniors centres. Century House continues today as a leading-edge seniors and youth centre that takes a holistic approach to its service delivery. The Centre is based on an innovative partnership between Youth Services and the Century House seniors centre. The inter-generational relationship is cost and space effective while promoting valuable inter-generational programs, rewarding friendships and mutual understanding.

The Manager – Seniors and Youth Services is an integral member of a thriving leadership team who values 1) community relationships and partnerships, 2) service excellence 3) mentoring and coaching the Seniors and Youth Services team of staff and volunteers 4) working seamlessly with the broader Parks, Culture & Recreation team and 5) being a valued resource to other City Departments and committees.

Reporting to the Assistant Director of Parks, Culture & Recreation, this role requires exceptional supervisory, facilitation, mentoring, and administrative expertise. It is responsible for managing the development, delivery and evaluation of a wide range of specialized community programs, events, supports and services for youth and seniors.

Responsibilities include:

- working collaboratively with community advisory groups, youth/seniors organizations and leaders, other City Departments and the general public;
- facilitating staff teams and volunteers in creating strong interdependent networks and delivering quality programs, services, and collaborative initiatives;
- liaising with user groups to develop and implement facility maintenance plans, strategies, and projects;
- hiring, planning, directing and mentoring staff and volunteers;
- preparing and managing capital and operational budgets;
- collecting data to understand the community's needs, to inform strategic decision-making, to reach users and non-users, and to demonstrate the achievement of specific outcomes;
- promoting and publicizing planned recreation activities;
- developing and implementing new operational methods and procedures; and
- performing related work as required.

Requirements include:

- A university degree in Recreation Administration or a related discipline, plus sound related community recreation experience in seniors and youth services. Previous recreation administration experience is preferred.
- A dynamic and inclusive leadership style with proven operational experience.
- The ability to build and sustain trusted relationships with community groups and organizations.
- Sophisticated engagement, outreach, negotiation and resolution skills.
- Sound knowledge of integrated operating models and systems to foster synergies.
- Thorough knowledge of community recreation principles and proven practices related to specialized community recreation programs and services for youth and seniors.
- Ability to plan, implement, evaluate and measure diversified service delivery approaches, recreational programs, events, and outcomes.
- Ability to deal effectively and authentically with customers and to use contemporary service excellence principles; establish and maintain effective working relationships with internal and external contacts; and communicate effectively both orally and in writing.
- Ability to plan, train, supervise, inspire and evaluate the work of staff and volunteers engaged in programming, hosting, maintenance, clerical and other functions related to the operation of the facility and related program areas.
- Ability to prepare and manage operational and capital budgets; research, prepare and maintain a variety of correspondence, reports and records; and deliver presentations.
- Thorough knowledge of the rules, regulations and policies governing the work performed and of the methods, procedures and practices used in the operation, maintenance and management of a community recreation centre and related services (including food services), facilities, and contracts.
- A valid B.C. Driver's license.
- A valid Standard First Aid and CPR certification is preferred.

Apply by sending your resume quoting **competition #15-24**, by **April 17, 2015** to the Human Resources Department, City of New Westminster, 511 Royal Avenue, New Westminster, BC, V3L 1H9, Fax: (604)527-4619 or e-mail to hr@newwestcity.ca.

We thank all applicants in advance; however, only those selected for an interview will be contacted.

The City of New Westminster is committed to employment equity.

We welcome diversity and encourage applications from all qualified individuals.

