



Making a difference...together

LEADERSHIP OPPORTUNITY

COMPETITION No.: 10/25

DIVISION: Parks & Community Services
(SEAPARC)

POSITION: **MANAGER, PROGRAM SERVICES**

SALARY: \$68,350 - \$80,411 (2009 RATES)

STATUS: Exempt Management

Make a difference and become a part of the Capital Regional District's (CRD's) vibrant future! Unique with a temperate climate, a rich ecology, stunning landscapes and proud histories, our diverse 'community of communities' is one of the world's premier places to live, work and visit. At the Capital Regional District (CRD), we strive to create liveable, vibrant communities, practice exemplary environmental stewardship and build a prosperous and sustainable economy. We are an outcome driven, high performance organization respected for its commitment to the citizens we service and the services we provide.

Leadership Profile:

CRD Leaders are champions for creating an accountable, high performance, service oriented organization that makes a difference in our community. They pay attention to shifts and trends in an ever-changing and complex environment and think strategically to serve residents, businesses and local governments today while developing a sustainable organization for the future.

Leadership Summary:

Leaders at this level generally coordinate and oversee the technical, production or business support activities of a specific function within a department, setting priorities and coordinating the work of the unit with other supervisors. They use in-depth knowledge of the work processes within the area to resolve problems but do not perform the day to day work of the unit. Reporting to a departmental manager, they ensure departmental financial and operational objectives are met.

Position Purpose:

The Manager, Program Services provides professional leadership and direction in the operation of program services at the SEAPARC Leisure Complex. This position establishes and uses community relationships and partnerships to identify, create and offer a wide range of recreational opportunities that contribute to a healthier community through encouraging and engaging the community to participate in recreational programs, services and activities.

Key Accountabilities / Position Outcomes:

- Develops and maintains partnerships with local community agencies and inter municipal partners for the purpose of identifying, creating and enhancing initiatives in the provision of community recreational services.
- Plans, coordinates and oversees the delivery of Commission recreation programs including:
 - Recruitment, selection, orientation, training and performance management of program staff
 - Evaluation of programs to ensure continued effectiveness, relevance and financial viability

- Coordination of program promotion, advertising and marketing activities
 - Budget preparation and management
 - Generating and producing reports and presentations to internal, community and political groups.
 - Policy and procedure development and/or recommendation as appropriate
 - Scheduling the use of Commission owned/controlled facilities under the Joint Use Agreement
- As a member of the SEAPARC management team, works collaboratively with other managers to ensure facility strategic, operating and business objectives are well coordinated, safety and emergency systems are synchronized, and resources are managed to create a highly functioning fiscally responsible organization.

Qualifications:

Education and Experience:

A degree in Recreation Administration or an equivalent combination of education, training and experience which would include post-secondary courses in administration, business, public administration or recreation management, plus a minimum of five years of senior management work experience in a municipal recreation setting.

A valid BC Driver's License

Role specific knowledge, skills and abilities:

- Demonstrated knowledge of aquatics programming coupled with skills in the area of instruction and training and recreation programming.
- An established reputation as a leader in community development, including demonstrated success in building community partnership programs and other public-private partnerships requiring tact, discretion and independent judgment in dealing with public officials, the public, user groups and other stakeholders.
- Exceptional supervisory and leadership skills, including developing, engaging and leading multi-discipline and multi-generational teams in a service focused unionized environment.
- Strong technical knowledge of software applications such as course registration and booking programs, desk top publishing software, financial and spreadsheet programs and other related tools and systems.
- Exceptional leadership competencies, including: accountable for results; understands the politics; focuses on service; builds partnerships; and develops others.

Applications:

Resumes with covering letter quoting competition number **10/25** will be accepted online at www.crd.bc.ca ("**Careers**"), or in the Human Resources Department, Capital Regional District, 625 Fisgard Street, Victoria, BC, V8W 2S6, fax (250) 360-3076.

Review of interest received will commence on **March 29, 2010** and you are encouraged to submit your application prior to 4:00pm of this date. This competition *may* remain open until a suitable candidate is found or as may be otherwise advised on our website.

The Capital Regional District wishes to thank you for your interest and advises that only those candidates under active consideration will be contacted.

CRD Leadership Competencies

While CRD Leaders are accountable to all Leadership Competencies, the following have particular relevance to this position:

Is Accountable for Results
Aligns the people, resources and systems necessary to deliver business results, including: <ul style="list-style-type: none"> • Takes personal accountability for actions and outcomes in own area of responsibility • Delegates appropriately to achieve results • Empowers others to be accountable by setting clear outcomes, checking-in regularly, and providing mentoring to ensure goals are met • Celebrates individuals/teams successfully delivering outcomes
Understands the Politics
Uses an understanding of the complexity and nuances of own political arena (internal and external) to gain stakeholder support, including: <ul style="list-style-type: none"> • Communicates relevant and timely information and alternatives to help stakeholders make decisions • Anticipates barriers and motivators for stakeholder support • Balances the nature of communication between informing and influencing • Uses an understanding of timing to take the right action at the right moment to gain stakeholder support <p>**note: internal stakeholders can include decision makers, those who allocate resources and/or superiors</p>
Focuses on Service
Maintains a focus on service (internal and external) including: <ul style="list-style-type: none"> • Solicits information and feedback from clients and uses it to continually improve service • Ensures decisions and changes align with our core business and serve the client • Models a personal commitment to making a difference for clients • Empowers employees to be accountable by removing barriers to service • Recognizes and rewards employees for finding ways to improve service
Builds Partnerships
Pulls people together to accomplish goals that could not be reached individually, including: <ul style="list-style-type: none"> • Uses formal and informal networks to identify opportunities for collaboration • Invites participation from diverse groups with common interests • Balances consensus building skills with negotiation and influencing skills to achieve outcomes • Empowers team members to take joint ownership of outcomes
Develops Others
Develops organizational talent by engaging others in learning and growth opportunities, including: <ul style="list-style-type: none"> • Uses a variety of formal and informal learning opportunities to get the most out of training and development budgets. • Assigns challenging work that engages employees and prepares them for future success in the organization • Supports others' learning by setting clear goals, securing required resources and providing mentoring and coaching • Assigns high performers to mentor, coach and teach others