



## **Position Description**

### **MANAGER OF COMMUNITY PROGRAMS AND PARTNERSHIPS**

#### **Position Information**

Position Title:	Manager of Community Programs and Partnerships
Department:	Recreation and Facility Services
Reports To:	Director of Recreation and Facility Services
Hours of Work:	Monday to Friday office hours with occasional weekends and evenings
Date Completed:	January 23, 2020
Date Revised:	March 2025

#### **Reason for Submission**

New Position:	
Change in Responsibilities:	Provide additional leadership support to the Parks and Recreation Department
Other (specify):	

#### **Position Summary**

The Manager of Community Programs and Partnerships is responsible for overseeing the delivery, evaluation, and promotion of community recreation programs, including minor sports, aquatics, summer events, and facility rentals. This role fosters strong community partnerships, and ensures programs are responsive to resident needs. Reporting to the Director of Recreation and Facility Services, the Manager supervises staff and volunteers, supports budget preparation, and represents the Township in community initiatives. The role also includes oversight of facility scheduling, program marketing and public engagement, with a focus on citizen-centered service delivery and operational excellence.

#### **Key Accountabilities**

<b>Community Program Management</b>
<ul style="list-style-type: none"><li>• Provide oversight of all recreational programs including minor sports and aquatic programs, summer event activities and facility rental and implement an evaluation program to monitor the successful delivery of these programs.</li><li>• Develop and administer policies, procedures as defined by bylaws for the effective operation of community program services and use of Township facilities.</li><li>• Lead and maintain collaborative relationships with community organizations, stakeholders, Council committee members, and service providers to enhance citizen-focused service delivery.</li><li>• Represent the municipality in community initiatives, identify partnership opportunities, and ensure programs are responsive to community needs and aligned with organizational goals.</li></ul>

- Provide oversight of all administrative functions relating to facility scheduling and rental for Township Facilities offered to the public.
- Provide oversight on the promotion of recreation programs and services through marketing strategies, e.g. development of printed materials and regular maintenance of website/social media content.
- Prepare oral presentations on information related to the Department for delivery to Council Committee(s), Council and other stakeholders.
- Investigate and respond to inquiries and complaints and liaises with the general public, internal staff, other governments/agencies, elected officials.
- Conduct research such as grants and subsidies available for recreation and culture activities.
- Manage sponsorships, advertising and donations for programs and events.
- Collaborate with the Director and assist with the preparation of the annual operating and capital budget(s).
- Work with the Director in developing long-range plans, programs and projects pertaining to the Recreation and Culture Division.
- Complies with all Health and Safety requirements and Employee Code of Conduct and other Township Policies.

*Key Performance Indicators:*

- *Demonstrates effective oversight of recreational programs, including minor sports, aquatics, summer events, and facility rentals.*
- *Demonstrates responsiveness to community needs through adaptive programming and stakeholder feedback.*
- *Develops and administers clear and effective policies, procedures, and bylaws to support the efficient operation of community programs and facility use.*
- *Builds and maintains strong, collaborative relationships with community organizations, stakeholders, and service providers.*
- *Timely and effectively respond to requests and complaints.*

**Leadership**

- Demonstrate leadership through awareness and commitment towards the goals and objectives of the organization by leading the division and others positively and transparently.
- Deliver the performance management program by role modeling and providing frequent positive and constructive feedback to reporting staff, focusing on strengths and opportunities for development.
- Provide oversight and daily management of Administrative Assistant, seasonal students and volunteers in accordance with Township Policies.
- Perform employee relations duties to address complaints and collaborate with Director on finding problem-solving solutions.
- Assist in the recruitment of staff for the Recreation and Facilities Department as required.
- Promote a health and safety culture by ensuring policies and practices are up-to-date and complied with and ensuring a safe work environment.
- Provide backup support, as assigned, in the absence of the Director of Recreation and Facility Services and Manager of Parks and Facilities.

- Attend Council meetings/senior management team meetings on invitation.

*Key Performance Indicators:*

- *Provide effective leadership by fostering positive staff engagement and promoting a respectful and productive workplace culture.*
- *Reporting staff follow health and safety regulations, complete training, and participate in safety meetings.*

## Functional Competencies and Skills

- Tactical/Operational Management Skills: Able to plan, implement, and oversee daily operations in alignment with organizational goals. Ensure that tactical decisions support strategic objectives and that resources (people, time, and budget) are used efficiently to achieve measurable outcomes.
- Good critical, analytical and problem-solving skills: Able to assess complex situations, interpret data, identify key issues, and develop effective, forward-thinking solutions.
- People management skills: Able to lead, support, and develop individuals and teams to achieve their full potential. This includes managing performance, fostering accountability, and providing mentorship to support professional growth of employees.
- Participation in cross-department staff working committees: Actively contributes to cross-departmental initiatives and working groups to promote organizational alignment, share knowledge, and support strategic goals.
- Communication/relationship building with other staff and community stakeholders (e.g. user/community groups, vendors): Able to build strong, respectful, and productive relationships with internal and external stakeholders. Demonstrate effective communication, collaboration, tact and professionalism to support organizational goals and community engagement.

## Knowledge, Skills & Experience

<b>Education</b>	<ul style="list-style-type: none"> <li>• Post-Secondary Degree/Diploma in Recreation, Sports Administration or a related field.</li> <li>• Lifeguarding qualifications through the Lifesaving Society is considered an asset.</li> <li>• Completion of training courses through the Ontario Recreation Facilities Association (ORFA) is an asset.</li> <li>• Ability to obtain and maintain a satisfactory Police Information Check, Vulnerable Sector.</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years of progressive experience in recreation programming, preferably in a municipal recreation environment.</li> <li>• Minimum of 3 years in a supervisory or leadership role.</li> <li>• Experience supervising in a unionized setting and knowledge of collective agreements is considered an asset.</li> <li>• Experience working with community groups and volunteers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated experience in the development and/or effective management of public policies, customer service initiatives, and/or business process improvements.</li> <li>• Experience in community development initiatives and establishing programs for various populations and developing unique community outcomes.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal and customer service skills, combined with excellent verbal and written skills, and the ability to liaise effectively with the public, elected officials and outside agencies.</li> <li>• Leadership, performance management, and team-building skills.</li> <li>• Strong computer skills including MS Office, Outlook, etc.</li> <li>• Strong problem-solving skills and the ability to exercise sound judgment and mediate conflict situation.</li> <li>• Ability to attract, motivate, fully engage, and retain a workforce of through implementation of management practices that build strong, effective teams and a positive, productive work environment.</li> <li>• Ability to plan, implement, control and complete projects assigned with minimal supervision.</li> <li>• Demonstrated flexibility and organizational skills to meet established deadlines in a dynamic work environment with shifting priorities, multiple demands, and some urgency.</li> </ul>

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

#### **Approvals:**

Approved By: \_\_\_\_\_  
Director of Recreation and  
Facilities

Approved By: \_\_\_\_\_  
Chief Administrative Officer

Date: \_\_\_\_\_