



Making life better at King

THE CORPORATION OF THE TOWNSHIP OF KING JOB DESCRIPTION

JOB TITLE: Lead Hand – Camps & General Interest Services	CLASSIFICATION: Non-Union, Full-Time
DEPARTMENT: Community Services	SALARY LEVEL: \$68,972 - \$83,907 (2024 Rate)
LOCATION: Township Owned Buildings	

JOB PROFILE:

Function:

Under the direction of the Supervisor of Recreation Services, the Lead Hand - Camps & General Interest Programs is responsible for the planning, implementation, execution, and oversight of the day-to-day operations of all camps and general interest services for the Township of King. The Lead Hand will ensure that all services and operations are in compliance with all applicable regulations, policies, and procedures.

The Lead Hand – Camp & General Interest Services responds to after-hour emergencies and special events as required.

Reports to:

- Supervisor of Recreation Services

Supervision Responsibilities:

- Facility Operators, as required.
- Contract/Seasonal/Part-time camp employees.
- Contract/Seasonal/Part-time general interest/specialized instructor employees.

Duties and Responsibilities:

Camp Operations/Services

- Under the direction of the Supervisor, plans, implements, executes, and oversees day to day operations requirements for camps including but not limited to:
 - Develops and implements programming for summer camp, PA Day camps, holiday camp and March break camp for diverse age and demographic groups, including, children (ages 4-12) and youth (ages 13-15).
 - Establish program schedule/timetable for all camp services.
- Oversight of all Part-Time camp staff and volunteers, and where required and in alignment with camp facility operations, facility operators.

- In collaboration with the Lead Hand, facility Services, assist in the operation, maintenance, and monitors all applicable operational systems (related to camps) in compliance with industry standards and practices, and ensures all required log and paperwork are completed in compliance with industry standards and practices.
- In collaboration with the Lead Hand, Facility Services, plans, and oversees start up and maintenance of all camp services, including all applicable equipment, monitoring, and recording requirements are in compliance with industry standards and practices.
- Maintains appropriate inventory of materials and supplies for camp programs.
- Work with Regional and Community Organizations, private sector, and related non-profit agencies to foster the growth and evolution of camp programs and opportunities with King Township.

General Interest Services

- Under the direction of the Supervisor, plans, implements, executes, and oversees day to day operational requirements for general interest programs including but not limited to:
 - Development, coordination and, where required, implementation of general interest programs and events for children, youth, adults, and older adults.
 - Establish program schedule/timetable for all general interest services.
- Oversight of all Part-Time general interest staff and volunteers, and where required and in alignment with aquatic facility operations, facility operators.
- In collaboration with the Lead Hand, Facility Services, plans, and oversees start up and maintenance of all general interest services, including all applicable equipment, monitoring, and recording requirements are in compliance with industry standards and practices.
- Maintain appropriate inventory of materials and supplies for general interest programs.

General

- Participates in employee recruitment and makes recommendations for hiring; provides training for new candidates, supervises employees on a day-to-day basis, assigns shifts, schedules, and approves bi-weekly payroll and overtime, vacation periods and time off.
- Under the direction of the Supervisor monitors and evaluates employee performance, provides feedback, support, and leadership in ensuring a high performing division, including assisting the Supervisor with the management of non-union performance program for all operational staff.
- Provides on-going leadership and coaching to employees to achieve best work performance and to ensure compliance with legislative and other regulatory requirements and Township policies, practices, procedures, and guidelines.

- Liaise with other levels of government to ensure compliance with legislative and other regulatory requirements (related Ministries, Public Health, etc.).
- Supports projects with internal and external partners to ensure all accreditations are met such as the Principles of Health Childhood Development standards (HIGH FIVE) and ensure continuous quality improvement of programs and services are implemented.
- In alignment with the annual departmental marketing strategy, develop a marketing work plan to promote all Township camp programs and workshop opportunities in the community.
- Assists in the development and oversight of annual operating budgets for the facilities division, including recommendations for increases or reductions and is responsible for monitoring and daily budget tracking of profile specific purchases.
- Approves invoices, and regularly monitors and reports on budget variances, ensuring compliance with approved funding.
- Responds to enquiries and/or resolves complaints from participants, residents, department and Township staff and the public regarding recreation services and escalates to Supervisor when required.
- Develops annual goals and objectives for service areas for Manager approval. Sets priorities and ensures that work plans to achieve goals that support the Community Services Master Plan goals and objectives of enhancing the lives of citizens.
- Responds to on-site emergencies appropriately (e.g. vandalism, fire alarms, medical emergencies, etc.) and completes necessary paperwork in accordance with policies and guidelines.
- Ensure health and safety/departmental policies and procedures as applicable to camp programs are followed.
- Develops standard operating procedures and guidelines in conjunction with divisional staff and management to ensure participant safety and responsible risk management.
- Deal effectively with incidents, problems and emergencies as outlined by departmental policies and procedures.
- Complete regular program evaluations through outreach, surveys, and HIGH FIVE® quality assurance models and questionnaires.
- Provides information to the facility booking and Service KING staff to coordinate the scheduling and usage of municipal facilities for related programming.
- Provides information to Recreation Coordinator – Business Systems and ServiceKING Staff to assist with processing of program and membership registration and point of sale transactions.
- Assist with the department maintaining existing accreditations (HIGH FIVE) by meeting all requirements.
- Deal courteously and effectively with the public, staff, and other departments.
- Model and practice HIGH FIVE® – Principles of Healthy Childhood Development (Participation, Play, Mastery, Friends, and Caring Adult).

- Performs other related duties as assigned in accordance with the objectives of the department.

Education/Experience:

- Post-secondary education in Recreation Studies or a related discipline.
- Minimum of two (2) years’ experience in planning and implementing camps and/or inclusion programs, preferably in a municipal setting.
- Excellent communication (both oral and written), organization, and problem-solving skills, with excellent decision-making capabilities.
- The ability to communicate effectively with all levels of staff, stakeholders, and the general public.
- Valid First Aid, CPR-C, WHMIS, HIGH FIVE certification as asset.
- HIGH FIVE certification including Principles of Healthy Childhood Development, Quest 2 and HIGH FIVE trainers’ designation would be considered and asset.
- Experience dealing with difficult customers, diffusing emotionally charged situations and resolving customer issues in a diplomatic and professional manner.
- Working knowledge of PerfectMind.
- Working knowledge of Microsoft Office skills (e.g., Word, Excel, Outlook) with the ability to manipulate data and create complex spreadsheets.
- Ability to prepare financial records and statistical reports, correspondence, guidelines/procedures, and other written materials.
- A team player with excellent interpersonal skills and the ability to coordinate and guide the work of other departmental staff.
- Ability to analyze problems, identify alternatives and make recommendations in order to implement procedures and policies.
- Ability to maintain strict confidentiality and unquestionable integrity.
- Valid “G” Class Driver’s License and driver abstract will be required.
- Required to submit a vulnerable sector screening.

Conditions of Employment:

- Required to work in a general office environment with travel to satellite locations.
- Occasionally will have to work outdoors, in a variety of weather conditions.
- If required, availability on evenings and weekends.
- Work involves mental and visual concentration with frequent interruptions.
- Must be able to meet set deadlines.
- A valid Ontario ‘G’ driver’s license, in good standing, with access to a reliable vehicle for corporate use.

Department Head: _____

Date Approved: _____

Supervisor (if applicable): _____

Date Approved: _____

Incumbent: _____

Date Signed: _____