

Date: March 1, 2005



TO: Board Members – Parks and Recreation
FROM: General Manager – Parks and Recreation
SUBJECT: Recreation Staff Position – Vancouver East District

RECOMMENDATION

THAT the Park Board approve the establishment of a Recreation Supervisor position in the Vancouver East District.

POLICY

The Global Budget arrangement with the City allows the Park Board to establish positions at its discretion if funds are in place.

BACKGROUND

The Board's management structure was reorganized in 1998 including a Manager of Recreation Services in each of three districts. On June 11, 2001 the Park Board approved the establishment of 5 Supervisor of Recreation Services positions to address the need for additional management support for recreation services at the community, district and department levels. These exempt positions were established at West End, Roundhouse, Kerrisdale, Riley Park and Killarney Community Centres.

DISCUSSION

Experience over the past 7 years has indicated the need for additional management support for recreation services in the Vancouver East District. Community Centre representatives have expressed that additional management support is required to adequately address the number and complexity of issues across the Vancouver East District. This need was discussed with the Board at a staff briefing on October 25, 2004.

Vancouver East has a large and diverse population including:

- * 45% of the total city population
- * 61% of the total city child population

- * 62% of the total city children under the age of 10
- * highest incidence of low income in private households in the city
- * highest incidence of one parent families
- * highest incidence of population without knowledge of either English or French

This population profile presents many complex issues involving a large number of groups and agencies and other city departments, boards and committees. The neighbourhood communities in Vancouver East District include: Downtown Eastside, Strathcona, Grandview Woodlands, Hastings/Sunrise, Mount Pleasant, Kensington/Cedar Cottage, Renfrew/Collingwood, Victoria/Fraserview and Killarney.

Serving the public recreation needs of this population involves a supply of recreation facilities including: 11 recreation centres, 3 ice rinks, 5 indoor pools and 5 Park Board fitness centres. In addition, a broad range of staff skills work at the front line including 98 regular full time and 33 part time employees. Recreation services are operated 7 days per week, up to 16 hours per day, all year round; making them among the most heavily used public facilities in the city. Vancouver East District has a net operating budget for recreation services of \$7.9m, representing expenditures of \$10.2m and revenues of \$2.3m. Generating revenues through user fees to offset program expenses is challenging in low income communities which means that significant efforts are directed at sourcing alternative forms of revenues to address priority recreation needs. Recreation services also supports the park partners initiatives of local groups working in neighbourhood parks.

In addition to addressing the neighbourhood recreation needs in Vancouver East, the district recreation staff have city-wide responsibilities for:

- children and youth services
- sport and fitness, and
- emergency social services.

It is recommended that one new Recreation Supervisor position be created within Vancouver East District. This position will be assigned full management responsibilities of recreation facilities, programs and staff in assigned communities and duties related to district/department issues, projects and committees. Their specific duties will include:

- a) Labour/Management including hiring, discipline, grievances, coaching, training and development.
- b) Policies and procedures for program delivery
- c) Community Association/user groups/liaison and support.
- d) Facility development and improvement

e) Health and safety issues, policies and procedures. These responsibilities have increased in the past 4 years to meet new management requirements in WCB Regulations.

f) Financial Management of approximately \$1.4 million

The job profile for the Supervisor of Recreation Services position (Attachment A) is based on the current Supervisor of Recreation Services position. It has had preliminary review by City of Vancouver Human Resources and the job functions are considered to be consistent with those of exempt positions. The position will be established subject to classification review by the Human Resources Department of the City of Vancouver.

The cost of establishing the position is \$90,000 per year. Funding for the position will be secured through reallocation of funds from the recreation services budget. Pro-rated costs for 2005 are \$52,500.

At the monthly CUPE 15 Labour/Management meeting on February 17, 2005, the union was informed of the plan to establish the position. Furthermore, it was stated the position would be established with no job loss to regular full time or regular part time positions in the organization.

SUMMARY

The creation of the Supervisor of Recreation Services position will provide management functions and support in the District where they can respond quickly and effectively to community and department needs.

Prepared by:

Vancouver East District
Board of Parks & Recreation
Vancouver, BC

ATTACHMENT “A”

Vancouver Park Board

JOB PROFILE

Position: Supervisor of Recreation Services

Overview

Reporting to a District Manager of Recreation Services, this position is responsible for working as the primary Park Board representative and an effective team leader in the coordination, development and management of recreation facilities programs and staff in assigned communities.

Key Duties/Responsibilities

The Supervisor of Recreation Services ensures customer satisfaction and positive labour relations within assigned communities and facilities, while delivering cost effective services and increasing revenues.

1. Manages and supervises staff directly and through subordinate supervisors; responsible for hiring and promotion of staff, discipline and recommendation for discharge, performance review/coaching and the authorization for work schedules including overtime and vacation.
 - Administers provisions of applicable collective agreements; acts as management-s representative in the step 1 grievance process and represents the employer at arbitrations as required.
 - Provides leadership in the resolution of disputes.
 - Identifies staff development needs and implements appropriate training strategies.
2. Provides management representation and leadership on city and district program development/policy assignments; represents managements on special and ad hoc committees such as labour management and OH&S.
 - Provides input into the Employer-s bargaining proposals related to recreation services including strike contingency planning.
 - Supervises and takes responsibility for the plant maintenance and the health and safety of clients and staff of assigned recreation facilities.
3. Prepares and monitors facility budgets; provides input to annual budget planning and projections and prepares related reports throughout the fiscal year to Association and Board as required; recommends alternative service models, revenue sources and/or efficiency gains.
 - Develops and implements day to day operating procedures at assigned facilities.
 - Recommends and assists in the development of relevant policies and procedures and ensures compliance by relevant parties; interprets implements assigned policies.

4. Liaises and fosters positive relations with community associations, within assigned area, attending regular community association meetings and resolves issues within scope of responsibility.
 - Advises Community Association boards and committees on matters pertaining to the community centre operation including matters related to their financial and human resources.
5. Develop positive working relationships with community groups and agencies.
6. Participates in the planning and development for recreation services and facilities.
 - Provides leadership to City-wide and district services as required.

Key Customers

Community Associations
External Agencies
Park Board Commissioners and Staff
Community Centre Users
Recreation and Facility Staff
General Public

Qualifications

Considerable supervisory experience gained through a minimum of five years of progressively more responsible positions in the area of Parks and Recreation with an emphasis on community development and service delivery.

University graduation in Recreation or a related discipline, including or supplemented by courses in recreation education and business administration or, an equivalent combination of education and experience.

Proven ability to take on management responsibilities.

Demonstrated skills and competencies including financial and human resource management; planning, organization and project management; leadership; team development; conflict resolution; coaching and facilitation; customer service and excellent verbal and written communication skills.