



## JOB DESCRIPTION

**POSITION:** Program Coordinator

**EFFECTIVE DATE:** April 1st, 2026

**DEPARTMENT:** Recreation

**REPORTS TO:** Assistant Recreation Manager

**DIRECT REPORTS:** (1) Camps Coordinator

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### JOB SUMMARY

The Program Coordinator, under the direction of the Assistant Recreation Manager, plans, organizes, and manages recreation programs, and services at out of the Wesbrook and Old Barn community centres that meet the needs of the community and the business objectives of the UNA. The Program Coordinator supervises and motivates program staff by recognizing individual achievements, maintaining a positive attitude, encouraging creativity, and delegating tasks appropriately.

### OVERALL GOALS FOR THE POSITION

1. Provide effective supervision of Camp Coordinator.
2. Ensure that recreation programs and services are designed, built, and operated in a professional, safe and cost-efficient manner.
3. Ensure that the recreation team works together to build, update and ensure accurate information of a seasonal recreation guide.
4. Assist the Assistant Recreation Manager in the planning, forecasting, and overseeing of the recreation programming budget, including reporting on financial and participation analysis and projections.
5. Incorporate community feedback and best practice in recreation programming.
6. Work with Assistant Recreation Manager to guide, direct and support facility operations including the development of policies and procedures.

### ROLES, RESPONSIBILITIES AND EXPECTATIONS

#### Recreation Management

1. Work with the Assistant Recreation Manager to develop the annual recreation work plan including budget, program offerings, revenue targets, performance evaluation, and reports.
2. Lead the development and administration of community centre programs, events, and services.

3. Oversee the compliance of recreation activities and events with applicable rules and policies, and with safety and risk management practices.
4. Ability to work days, evenings and weekends.

### **Program Planning & Development**

1. Oversee planning, creating and delivering programs and services at the community centres, including the production of three Program Guides annually.
2. Review and update community centre administrative and program procedures.
3. Plan, forecast and oversee program budget.
4. Plan regular program evaluations to ensure community feedback and best practice are incorporated in the work process and program delivery.
5. Provide support and direction to program staff in determining program offerings based on internal evaluation and community feedback.
6. Prepare meeting minutes, program statistics, work plans, and reports.
7. Supervise and participate in the recruitment of instructors, camp leaders, and volunteers for programs and camps.
8. Assist in supervising financial management of programs and events including monitoring program fees and costs, and timely processing of instructor contracts and payments, and program and event expenses.
9. Lead and direct grant applications, special projects, and events.
10. Coordinate with Front Desk Team to establish clear and efficient program communications and support at Front Desk.
11. Coordinate with the Communications Team to support guide production and general programs and event communications.
12. Provide assistant to other organizational initiatives.

### **Community Engagement and Partnerships**

1. Lead grant applications related to enhancing programming offerings (e.g. Canada Summer Jobs).
2. Maintain effective communications with partners for program collaborations and joint initiatives.
3. Support, coordinate, and identify effective ways to engage residents through programming, events, and volunteering opportunities.
4. Build and expand program staff's capability in working with community groups, committees, and volunteers.
5. Support UNA's mandates and community engagement priorities.

### **Human Resources & People Management**

1. Work with Program Coordinators, and other staff as required, on creating and delivering recreation services and programs that meet the needs of community and the business objectives of the UNA.
2. Ensure staff have the right technical and personal abilities to execute the operations and risk management accountabilities and to help further the UNA's mission.
3. Maintain a positive, healthy and safe work environment and culture in order to attract and retain employees.
4. Ensure a consistent performance management process for all staff which includes coaching, mentoring and monitoring performance on an on-going basis and taking corrective action including discipline as required.
5. Ensure compliance with human resources policies, procedures and practices.
6. Handle instructor relations matters in the department.

7. Conduct regular team meetings, ensuring that tasks and procedures are implemented/completed.
8. Coordinate department projects and comply with completion dates in order to meet deadlines.
9. Ensure timely and transparent communication with employees so they are kept apprised of UNA developments.

## SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED

### Education requirements:

- Undergraduate degree, preferably in Recreation, Leisure Services, Kinesiology or a related discipline. Masters Degree will be considered an asset.

### Experience requirements:

- Minimum of 2 years of experience in a leadership role in the recreation and leisure field

### Technical knowledge, skills & abilities requirements:

- Knowledge of and experience in managing and programming for a wide spectrum of public recreation facilities and service needs
- Knowledge of human resources management and the ability to provide effective team leadership and to undertake all facets of managing and supervising staff
- Knowledge of financial and budget management
- The ability to establish and maintain effective internal and external relationships that involve wide range of stakeholders
- Ability to maintain confidentiality in all matters of a sensitive, political or controversial nature including appreciation of the sensitivity of political issues affecting the UNA
- Experience with recreation software such as Explor Recreation
- Successful completion of a criminal record check

### Soft skill requirements:

- Think Strategically – Assess options and actions based on trends and conditions in the environment, and the vision and values of the UNA.
- Build Relationships – Establish and maintain effective working relationships internally and externally to achieve the goals of the UNA.
- Creativity/Innovation – Develop new and unique ways to improve operations of the UNA and to create new opportunities.
- Focus on Community Needs – Anticipate, understand, and respond to the needs of internal and external members and residents to meet or exceed their expectations within the UNA parameters.
- Plan – Determine strategies related to the role's accountabilities to move UNA forward, sets goals, creates and implements actions plans, and evaluates the process and results.
- Lead – Positively influence others to achieve results that are in the best interest of the UNA.
- Make Decisions – Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the UNA.
- Organize – Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Solve Problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Communicate Effectively – Demonstrate excellent verbal and written communication skills.
- Foster Teamwork – Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance effectiveness.

- Adaptability – Demonstrate flexibility, versatility and tolerance in a changing work environment while maintaining effectiveness and efficiency.
- Discretion – Understand and demonstrate ethical behaviour and business practices.