



Position Synopsis and Purpose

(a position overview and how it connects to the big picture)

Under the general guidance and direction of the Recreation Programmer, and reporting to the Recreation Supervisor, the Assistant Instructor, Sports (PT) position is responsible for supporting Instructors in the delivery of recreation sports programs. Specifically, this position provides hands-on assistance with running drills or activities. Overall, this position plays an integral role in supporting the delivery of comprehensive and enjoyable recreation sports programs and ensures the safety and well-being of program participants.



Major Responsibilities

(what this position does and how they allocate their time)

Description	Approximate Time Spent (%)
<p>Program Support</p> <ul style="list-style-type: none"> • Assists with the instruction of recreation sports programs, such as basketball, volleyball, and soccer, in accordance with the lesson plan developed by the Instructor, Sports or Specialty Instructor, Sports. • Under the guidance of the Instructor, Sports or Specialty Instructor, Sports leads the class in activities, when required. • Assists with the set-up and clean-up of equipment and supplies. • Monitors the safety of program participants, performs periodic facility scans and enforces safety policies and procedures. • Responds to and/or redirects inquiries, questions and/or complaints from program participants, families of participants, and the general public regarding sports programs. • Escalates more complex complaints, behavioural concerns and customer service issues to the Instructor, Sports or Specialty Instructor, Sports. • Escorts children and/or enforces the buddy system to the washroom and/or change room, when required. 	85%
<p>Customer Service and Administration</p> <ul style="list-style-type: none"> • Assists with ensuring that program participants are aware of any program changes or cancellations and that all participant paperwork is complete and accurate. • Responds to and/or redirects inquiries, questions and complaints from program participants, families of participants, and the general public regarding Recreation programs and City services. • Responds to and/or assists with on-site emergencies, incidents and accidents, which may involve the provision of Standard First Aid, CPR, the use of an Automated External Defibrillator (AED) and/or the completion of an accident/incident report, when required. • Performs other duties as assigned or as required in accordance with 	15%

Description	Approximate Time Spent (%)
branch, departmental, divisional and/or corporate objectives.	

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures, and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Required Training
(description of training required in order to perform the major responsibilities)

- Corporate Orientation Training
- Corporate Health and Safety Training
- Recreation Services Departmental Orientation Training
- Standard First Aid, CPR Level C, and Automated External Defibrillator (AED) Certifications

*Attends training, workshops and seminars as appropriate and as required



Minimum Qualifications
(absolutely cannot do without)

Education (degree/diploma/certifications)

- HIGH FIVE® Principles of Healthy Child Development Certificate from HIGH FIVE® National within three (3) months of hire
- Standard First Aid, CPR Level C and Automated External Defibrillator (AED) Certifications
- Satisfactory Criminal Record and Vulnerable Sector Checks

Experience

- Demonstrated experience in a leadership, volunteer and/or organized sport capacity

Knowledge/Skill/Ability

- Demonstrated ability to maintain a high standard of public relations at all times
- Demonstrated ability to perform in a manner which is consistent with corporate goals, vision, mission and values
- Demonstrated ability in the specific program activity being taught; including the ability to demonstrate/participate in the activity for the duration of a class session
- Basic oral and written communication, interpersonal and customer service skills
- Availability to work evenings, weekends and/or holidays, as required



Preferred Qualifications
(the ideal candidate)

Education (degree/diploma/certifications)

- Refer to “Minimum Qualifications”

Experience

- Demonstrated experience in relevant program/specialty area

Knowledge/Skill/Ability

- Refer to “Minimum Qualifications”



Work Setting

(description of the work environment and nature of people interactions)

Contacts

Frequency Legend	
Constant – every day for most of the day	Occasional – bi-weekly to monthly
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
Program Participants	Constant	Assists in the delivery of recreation sports programs; receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; monitors the safety of program participants; notifies program participants of hazards/unsafe behaviours; provides information regarding recreation sports programs and related matters; collaborates to problem solve; gathers and/or distributes information
Instructor, Sports (PT) Specialty Instructor, Sports (PT)	Constant	Collaborates in the delivery of recreation sports programs; receives advice, guidance and instruction regarding the completion of tasks; collaborates to problem solve; gathers and/or distributes information; responds to inquiries and questions
Parents/Guardians/ Family Members	Frequent	Receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; provides information; collaborates to problem solve; gathers and/or distributes information
General Public	Frequent	Receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; provides information regarding recreation sports programs; collaborates to problem solve; gathers and/or distributes information
Recreation Programmer	Regular	Receives advice, guidance and instruction regarding the completion of tasks; receives

Contact	Frequency	Nature of Interaction
		functional advice, guidance and/or explanations regarding recreation sports programs and related matters; collaborates to problem solve; gathers and/or distributes information; receives required training; responds to inquiries and questions
Recreation Facilities Staff	Occasional	Collaborates on department work initiatives; exchanges and explains information; gathers and/or distributes information; responds to inquiries and questions
Recreation Client Services Staff	Occasional	Collaborates on department work initiatives; exchanges and explains information; gathers and/or distributes information; responds to inquiries and questions
Recreation Supervisor	Occasional	Receives guidance, direction, support and supervision, which includes performance management, discipline and recognition of achievements; receives functional advice, guidance and/or explanations regarding recreation sports programs and related matters; gathers and/or distributes information; receives required training; responds to inquiries and questions

Work Conditions

- This position works in an indoor recreation environment engaged in sports program activities, which involves exposure to varying temperatures, noise and odours
- Physical effort required for this position varies depending on the program being taught but will include continuous physical efforts as instructors are required to participate in and demonstrate the program being taught
- Interactions with contacts are generally courteous and collaborative, however can include occasional exposure to rudeness, profanity, and/or verbal abuse
- Normal hours of work are up to and including 24 hours per week with a varying schedule to support business demand



Corporate Values (operating principles that guide all staff conduct)

Strive

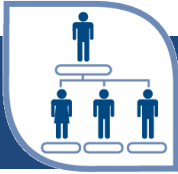
- To exceed customer expectations
- To continually improve the way we do business
- To find creative and innovative solutions
- To stay relevant

Share

- Information
- Resources
- Ideas
- Workload
- Expertise

Care

- About our customers
- About each other
- About the quality of our work
- About keeping our commitments
- About the community



Position Classification
(where this position fits)

Position Title: Assistant Instructor, Sports (PT)	Division: Community and Corporate Services
Department: Recreation Services	Classification: Non-union (Part-time)
Branch: Recreation	Reports to (Direct): Recreation Supervisor
Position Supervised Directly: N/A	Positions Supervised Indirectly: N/A
Effective Date: August 8, 2016	Revision Date: N/A
Equivalency Code: N/A	Hours per Week: Up to and including 24