



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 Instructor, Sports (PT) position is responsible for the organization and delivery of recreation sports programs. Specifically, this position leads and facilitates beginner to intermediate level sports programs. Overall, this position plays an integral role in 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 Instruction</p> <ul style="list-style-type: none"> • Develops comprehensive lesson plans prior to each scheduled class and reviews lesson plans with the Recreation Programmer. • Instructs and leads beginner to intermediate level recreation sports programs such as basketball, volleyball and soccer. • Maintains established class participant ratios; provides guidance and leadership to the Assistant Instructor, Sports, when required. • Obtains, prepares and organizes all required equipment and supplies. • Performs set-up/clean-up and opening/closing duties. • Monitors the safety of program participants, performs periodic facility scans and enforces safety policies and procedures. • Responds to and/or redirects inquiries, questions and complaints from program participants, families of participants, and the general public regarding sports programs. • Responds to escalated complaints, behavioural concerns, and customer service issues and/or further escalates to the Recreation Programmer, when required. • Escorts children and/or enforces the buddy system to the washroom and/or change room, when required. 	80%
<p>Customer Service and Administration</p> <ul style="list-style-type: none"> • Checks to ensure that all participant paperwork is complete and accurate including contact, emergency and medical information. • Informs program participants and/or the Recreation Programmer of any program changes or cancellations, as required. • Maintains attendance records of program participants; follows up with participants who have multiple absences and/or informs the Recreation Programmer of absences. • Responds to and/or redirects inquiries, questions and complaints from 	20%

Description	Approximate Time Spent (%)
<p>program participants, families of participants, and the general public regarding Recreation programs and City services.</p> <ul style="list-style-type: none"> • Responds to and/or assists with on-site emergencies, incidents and accidents, which may involve the provision of Standard First Aid, CPR, and 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 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

- Six (6) months of cumulative part-time experience instructing and/or assisting in the instruction of sports programs in a competitive and/or recreation environment
- Demonstrated experience working with the applicable target audience

Knowledge/Skill/Ability

- General knowledge of industry best practices in the relevant sport program
- 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
- Intermediate 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)

- Membership in and/or certification from an accredited sports association relevant to the sport being taught

Experience

- One (1) year of cumulative part-time experience instructing sports programs to the applicable target audience in a competitive and/or recreation environment

Knowledge/Skill/Ability

- Working knowledge of industry best practices in the relevant sport program



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	Instructs recreation sports programs; receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; 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
Assistant Instructor, Sports (PT)	Constant	Collaborates in the delivery of recreation sports programs; provides advice, guidance and instruction regarding the completion of tasks; collaborates to problem solve; gathers and/or distributes information; responds to inquiries and questions

Contact	Frequency	Nature of Interaction
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 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

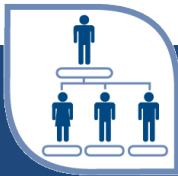
- To exceed customer expectations
- To continually improve the way we do business
- To find creative and innovative solutions
- To stay relevant

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: 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: Assistant Instructor, Sports (PT)
Effective Date: August 8, 2016	Revision Date: N/A
Equivalency Code: N/A	Hours per Week: Up to and including 24