



**YMCA of  
Hamilton | Burlington | Brantford**

## **Program Manager, Hamilton Downtown YMCA**

79 James Street South  
Hamilton, Ontario  
L8P 2Z1

**Starting Salary Range:** Level 4 (\$45,000 - \$55,000)

**Position Status:** Full-Time with benefits and a complimentary YMCA membership

**Placement:** Immediate

**Benefits & Perks:** We offer an array of total rewards to recognize loyalty, longevity, and passion for the work we do:

- Paid Vacation Entitlements that increase with seniority
- Competitive total compensation packages
- Group health and benefits plans (includes medical, dental, and prescription medication, subject to eligibility)
- Generous pension plans with employer matching
- Free YMCA Health & Fitness Memberships
- Professional development opportunities including paid training and access to YMCA education scholarships
- Reduced rates for YMCA Child Care, Camp, and Child & Youth programs (subject to eligibility)
- Employee and Family Assistance Program (EFAP)
- Opportunities for career advancement

### **Nature & Scope**

The Program Manager is responsible for the core service areas: child and youth, group fitness, health and wellness, rentals, intramurals, and recreation. Within each of these core departments, the Program Manager is responsible for ensuring quality programs and services through the management of a staff and volunteer team in a fiscally responsible manner.

The Program Manager is a member of the branch leadership team which involves strategic planning for the branch on an annual basis, participation at monthly leadership team meetings, involvement in association committees, and team leader responsibilities.

### **Responsibilities**

- Responsible for the management, supervision, scheduling, recruitment and onboarding of Child & Youth and Health & Wellness Staff, Facility Rentals, Recreational Sports.
- Responsible for the coordination of incoming volunteers, community service learning and co-op students through external groups
- Responsible for supporting all program areas (except aquatics) areas including but not limited to hiring, onboarding, programming, program development, training and evaluation of programs
- Participate and support supervisors in the monthly program group meetings
- Monitor and track statistics to guide staff in making program decisions

## **APPLY NOW**

If you are interested in this position, please submit your letter of application and resume, **along with salary expectations**, by **December 2, 2022**, attention:

**Ashley Laing**  
**General Manager,**  
**Hamilton Downtown YMCA**  
**Ashley.laing@ymcahbb.ca**

**We thank all applicants, however, only those considered for an interview will be contacted.**

### **Accessibility:**

The YMCA of Hamilton/Burlington/Brantford is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the *Accessibility for Ontarians with Disabilities Acts (AODA)* and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. Should you require any accommodation throughout the recruitment process please do not hesitate contacting our Human Resources Department.

The YMCA of Hamilton/Burlington/Brantford is an equal opportunity employer.



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## Responsibilities continued

- Guide the Branch Leadership Team in creating and producing the seasonal schedules at a glance (SAG)
- Monitor and evaluate HFA staff members' performance, and support with part time performance evaluations
- Liaise with the internal and external partners to grow membership and build new partnerships/opportunities
- Provide oversight and training to program staff on yearly budget development and ongoing financial accountability throughout the year
- Provide input to the departmental budget and work within the approved budget through the review of monthly financial statements
- Ensure quality programs and services in a fiscally responsible manner
- Work with Facility Manager to ensure fitness and program equipment is maintained and preventative maintenance conducted
- During Team Leader shifts, the employee is required to be mobile throughout the facility and able to respond quickly in an emergency including support to the men's residence

## Qualifications

- University Degree or post-secondary education in a related field (recreation and leisure or other)
- Minimum 3 years relevant, progressive, results orientated, supervisory/management experience with extensive coaching experience and expertise.
- Excellent interpersonal skills with a strong focus on customer service and program quality
- Strong communication skills, both written and verbal
- Experience in creating and managing multi-program budgets
- Previous YMCA experience is an asset, as is knowledge of YMCA Priority S.A.M. standards
- Computer skills using Microsoft Windows applications and CLASS
- Current CPR-C and Standard First Aid certifications (or willing to obtain immediately)
- Participation in YMCA Canada training an asset
- Personal Trainer and/or Group Fitness certification is an asset
- High Five/ CATCH/ YMCA Child Development training an asset
- Must provide a current Vulnerable Sector Check as per the Association's policy
- **If you are hired, prior to your start date and as a condition of employment, you will be required to provide proof that you are fully vaccinated against COVID-19 or have a valid Human Rights exemption**

## Why Work for the YMCA?

As a charitable organization, the YMCA values the contributions of its diverse teams. We recognize the importance of providing meaningful opportunities that allow employees to grow and thrive. At the YMCA of Hamilton/Burlington/Brantford, in addition to fair wages, we offer a complimentary general membership with additional options for family participation. A comprehensive benefits program is also available to employees including a competitive and robust pension program. YMCA Employees enjoy a generous vacation entitlement that increases with seniority, as well as other paid entitlements. All employees have access to an Employee Assistance Program which provides confidential counseling and referral services as well as preventative education. Additionally, the YMCA understands the holistic needs of its employees is equally important and attempts to support these goals by offering a variety of staff discounts on the programs and services that support good health and strong families. We look forward to welcoming you to the YMCA.



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## Competencies

### **Commitment to Organization Vision and Values**

Demonstrates and promotes a personal understanding of and appreciation for the Mission, Vision, strategic outcomes and values of the YMCA and Wilfrid Laurier University.

### **Coaching and Development**

Commits to assisting staff, volunteers and self in continuous learning and development.

### **Leadership**

Motivates and inspires self and others to take action.

### **Planning and Organizing**

Establishes a clearly defined and effective course of action for self and others to accomplish short and long term goals.

### **Teamwork**

Participates actively and facilitates teams for organizational effectiveness.

### **Quality Focus**

Ensures that Laurier Brantford YMCA programs and services are superior.

## **Internal Applicants:**

The YMCA of Hamilton/Burlington/Brantford encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation to submit their application.

Please note that in so doing, the YMCA of Hamilton/Burlington/Brantford reserves the right to contact the applicable YMCA or YMCA-YWCA for purposes of seeking an employment reference throughout the recruitment process.

Please ensure that prior to submitting your application that you have disclosed to your current supervisor, your intention to submit your application. By submitting your application, you understand and agree to allow the YMCA of Hamilton/Burlington/Brantford to contact your current Association.

## **Organizational Overview:**

As one of the largest charitable community service organizations in Canada, the YMCA of Hamilton/Burlington/Brantford responds to critical social needs in the community and works to provide solutions. By nurturing the potential of children, youth and adults, the YMCA connects people to life-building opportunities, to each other and enhances their quality of life. We foster social responsibility and healthy living. The YMCA works collectively with community partners that share the YMCA's determination in strengthening the foundations of community for all people

This position requires a commitment to the YMCA mission and core values of: Belonging, Caring, Honesty, Respect and Responsibility, as well as a commitment to building developmental assets in children and adults. All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton/Burlington/Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire.



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