



Position Synopsis and Purpose
(A position overview and how it connects to the big picture)

As part of the Community Services Department, the Recreation & Wellness Programmer is responsible for the effective administration and implementation of a variety of recreation programs and related initiatives, while promoting accessible and equitable opportunities for residents.

The Recreation & Wellness Programmer develops and delivers programming for older adults, youth, and individuals with special needs, and assists with the planning and delivery of recreation programs. The position also supports the planning and supervision of special events as required and coordinates and supervises the summer camp program.

In addition, the Recreation & Wellness Programmer works collaboratively with the Communication Specialist to support the promotion of recreation programs, services, and events and is responsible for increasing awareness of, and encouraging community participation in activities at Township recreational facilities.



Major Responsibilities
(What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
<p>Administration</p> <ul style="list-style-type: none"> • Provide functional guidance and coordination to assigned recreation and wellness program staff, supporting teamwork, work quality, and effective program delivery • Support the Coordinator of Recreation Services in the planning and delivery of recreation services and coordinate assigned operational activities related to special events and projects • Contribute to service delivery activities by supporting established service priorities, service standards, and operational plans, and working collaboratively within the Recreation Division and other Divisions to meet customer service needs • Coordinate intake and assessment of requirements for outdoor special events and liaise with internal stakeholders to support event execution and a coordinated customer service approach • Monitor and track program performance indicators, measures, targets, and timelines, and report on progress as required 	60%

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Review current practices and provide recommendations to improve operational efficiencies and enhance programming in response to community input • Prepare reports and documentation for the Coordinator of Recreation Services, as requested • Provide project coordination and support within the Division as a member of internal and external work teams, including issue tracking and follow-up • Build and maintain effective working relationships and represent the Division in a coordination capacity with internal and external stakeholders, other Divisions, and members of the public on committees, programs, and services • Apply established principles and best practices in the planning and delivery of programs • Maintain a complete inventory of recreation resources within the Municipality • Assist with day-to-day operations of the facility booking and participant registration system, as required • Ensure assigned work meets corporate and divisional standards and complies with applicable legislation, including AODA, WHMIS, Fire Code, Electrical Code, and the Occupational Health and Safety Act (OHSA) • Support divisional projects and initiatives by providing coordination and technical support and engaging community groups, applying an equity lens aligned with the Recreation Service Plan • Assist with the coordination and supervision of new and existing special events as required • Support the promotion of recreation programs and events to increase public awareness and participation through approved communication channels. • Provide customer service by phone, in person, by email, and by mail related to Recreation Services programs, events, and related inquiries. • Perform other related duties as assigned. 	
Policies/Programs/Service Delivery <ul style="list-style-type: none"> • In collaboration with the Manager, Community Services, and the Coordinator of Recreation Services, support the development, review, and application of program-specific plans, procedures, and guidelines to ensure compliance with Council and departmental directives. 	10%
Financial Management <ul style="list-style-type: none"> • Support the administration and monitoring of the Summer Camp budget, including tracking revenues and expenditures, in consultation with the Coordinator of Recreation Services. • Receive payments for program registrations and services, process cash receipts, prepare bank deposits, and assist with the 	10%

Description	Approx. Time Spent (%)
preparation of program financial statements and reports in accordance with Finance Department policies and procedures.	
Human Resource Management/Organizational Effectiveness <ul style="list-style-type: none"> • Provide day to day functional guidance and support to program delivery staff and volunteers, including ensuring programs are delivered safely, inclusively, and effectively, escalating issues to the Coordinator of Recreation Services as required, • Provide operational guidance to summer camp staff during program delivery, including work assignments, daily oversight, and immediate issue resolution, under the direction of the Coordinator of Recreation Services. • Assist with the recruitment and onboarding of program staff and volunteers, in accordance with Township policies and procedures. • Provide direction and support to volunteers assigned to recreation programs to ensure quality program delivery. • Coordinate program staff and volunteer schedules, assignments, and daily activities, and support the Coordinator of Recreation Services with attendance tracking and leave administration. • Observe and provide feedback on staff performance during program delivery, escalating issues to the Coordinator of Recreation Services when necessary. 	20%

*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.



Decision Making and Independence (Description of types of decision making and independence)

1. **List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.**
 - As the Township of West Lincoln, we pride ourselves in offering quality programs and activities for all ages. Researching developing and implementing new programs is a regular responsibility to ensure inclusivity and accessibility. For example, during Summer Camp, staff must be interviewed, hired, and trained, and daily program plans prepared for 8 weeks. Trips and transportation need to be booked, and registration materials and camp flyers created and approved. Exercising judgment is critical to ensure a safe, well-organized, and engaging Summer Camp program, which represents an important component of Township Recreation Services.

- During Summer Camp children occasionally require additional support with routines and behaviours. When challenges persist, behaviours are documented using the Behaviour Report Form and managed according to the Code of Conduct. The Recreation and Wellness Programmer provides input to the Coordinator of Recreation Services, who makes decisions regarding continued participation in the program. The Programmer also assists with processing refunds as required, in accordance with Township policies.
- The Recreation and Wellness Programmer supports the sharing of recreation program information with the community, working with the Communication Specialist to ensure residents are informed about activities, programs, and schedules. Judgement is required to respond appropriately to inquiries or concerns raised by community members, ensuring information is clear, timely, and consistent with Township policies.

2. List up to 3 examples of situations or problems that are referred to the supervisor for coordinator or resolution.

- Some children in the Summer Camp program require additional support to follow daily routines. The Recreation and Wellness Programmer provides guidance and support to staff working with these children. If behavioural challenges persist or pose a risk to others, the situation is escalated to the Coordinator of Recreation Services for direction on appropriate next steps.
- Occasionally, negative comments are received through social media outlets. The recreation and Wellness programmer will collaborate with the Coordinator of Recreation Services and the Communications Specialist to determine the appropriate response and to identify ways to provide clearer information to the community.
- When new or existing recreation programs experience low participation, the Recreation and Wellness Programmer provides observations and feedback to the Coordinator of Recreation Services to explore potential solutions, such as adjustments to programming, marketing, or engagement strategies.



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

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

Valid Level C First Aid & CPR or willing to obtain within the first 3 months of employment
High Five Certificate



Minimum Qualifications (Absolutely cannot do without)

Education (degree/diploma/certifications)

- High School Diploma
- Post-secondary diploma or degree in Recreation and Leisure, Physical Education, or related field

Experience

- 2 years experience in Recreation and Leisure, Physical Education, or related program delivery
- 2 years experience developing and delivering municipal recreational programs
- Experience coordinating or overseeing staff and/or volunteer activities
- Experience participating in or supporting a Summer Camp program

Knowledge/Skill/Ability

- Knowledge of current recreation programming trends
- Ability to design, develop, implement, and evaluate recreation programs
- Understanding of effective advertising and promotional techniques
- Knowledge of municipal service delivery process
- Working knowledge of Microsoft 365, web-based applications and social media platforms
- Strong communication skills and ability to work with diverse populations
- Ability to gather information, set priorities and provide direction, and exercise sound judgement in recreation related matters
- Strong organizational skills, adaptability to changing priorities, and ability to work constructively with multiple stakeholders
- Commitment to providing exceptional customer service
- CPR and First Aid Certification, or willing to obtain within the first 3 months of employment



Preferred Qualifications (The Ideal Candidate)

Education (degree/diploma/certifications)

- Post-secondary degree or diploma in Recreation and Leisure, Physical Education, or related program

Experience

- 3-5 years of experience in Recreation and Leisure, Physical Education, or related program delivery
- 3-5 years of experience developing and delivering municipal recreation programs
- 3-5 years of experience coordinating or overseeing staff and/or volunteer activities

Knowledge/Skill/Ability

- High level of knowledge of current recreation programming trends
- Proven ability to design, develop, implement, and evaluate recreation programs
- Understanding of effective advertising and promotional techniques
- Knowledge of municipal service delivery process
- Advanced working knowledge of Microsoft 365, web-based applications, and social media platforms
- Strong communication skills and ability to work effectively with diverse populations
- Ability to gather information, set priorities, provide direction, and exercise sound judgement in recreation related matters
- Strong organizational skills, ability to manage changing priorities, and ability to work constructively with multiple stakeholders
- Commitment to providing exceptional customer service
- Current CPR and First Aid Certification, or willing to obtain within the first 3 months of employment



Work Setting (Description of the work environment and nature of people interactions)

Contacts

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Peers (Staff)	Constant	Daily interactions to communicate daily plans.
Mayor & Council	Occasional	Casual interaction at special events or during work hours.
Stakeholders/Community Groups	Occasional	Casual interactions with regards to planning meetings and communicating upcoming events and programs.
Events Community	Regular	Regular interactions with advertising and social media outlets for each event.
Program Community	Constant	Regular interactions with advertising and social media outlets for each program offered.
Camp Community (Parents & Participants)	Regular	Communicate and research the requirements for camp.

Work Conditions/Physical/Mental Effort

Please check off all that apply

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

1. Hours of Work

Normal (i.e. 9:00 am – 4:30 pm, Monday to Friday)	<input checked="" type="checkbox"/>
Evenings/Weekends	<input checked="" type="checkbox"/>
On-Call	<input type="checkbox"/>
Over-time (How often? Expand below)	<input checked="" type="checkbox"/>

Examples:

Normal is 9:00am to 4:30pm Monday to Friday. Working evenings and weekends when special events are planned. (example: Music in the Park) Overtime working on stat holidays for an event. (example: Canada Day, Good Friday & Family Day.)

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	80 %
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	20 %
					=100%
Attend internal/external meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10%
Time spend travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5%
Frequency of interruptions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30%
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10%

Examples:

The Programmer and Coordinator are likely to have internal meetings to brainstorm and plan new events and programs. There are frequent interruptions from staff running programs during the day or from community members, on a daily basis.

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Examples:

An example of being exposed to dirt and dust is when there are events planned outside.
Hazardous chemicals are used when cleaning biological waste during the summer months when camp programs are running.
At times the weather does not cooperate when events are planned outdoors.

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to lift objects (list max weight)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PPE worn on a regular basis (list type):				
•	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
•	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
•	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Types of tools used (list type):				
• Staple Gun	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Hammer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
•	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

The use of a staple gun or hammer to put up signs for events

Occasional walking or climbing stairs when moving throughout the Community Center

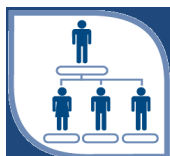
Extra walking and/or climbing and lifting or pulling objects and using small hand tools during special events and programs

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

The need to be attentive when it comes to listening to the community and what they want to see from the Recreation Department. Ability to understand what their requests and needs are. During the Summer months when hosting big events, strong attention is given to participants for safety reasons.

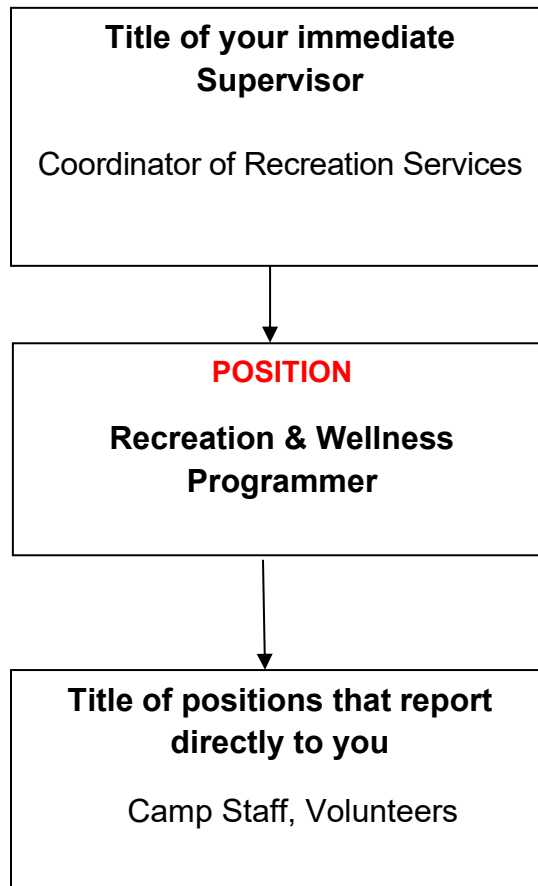


Position Classification (Where this position fits)

Position Title: Recreation & Wellness Programmer	Division: Recreation
Department: Community Services	Classification: Band 7
Work Location: West Lincoln Community Centre	Reports to (Direct): Coordinator of Recreation Services
Position(s) Supervised Directly: Camp Staff & Volunteers	Position(s) Supervised Indirectly: Parks & Facilities Operations Staff
Effective Date: May 2020	Revision Date: January 2026
Salary Range: Refer to Band 7 of the Wage Grid	Hours per Week: 35 hours

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



Created: May 2020

Revised: August 2020

Revised: September 2020

Revised: January 2026