

Manager, Community Services

COMPETITION #26-084

SALARY: Management Group F

Position Overview

The Manager, Community Services will play a leadership role in developing, executing and evaluating safe and effective community programs and services that contribute to Saint John's recreation, wellness, parks and public spaces. Reporting to the Senior Manager, Community Support Services, the Manager of Community Services will act as the primary point of contact for community services supporting the community's quality of life. The role requires a balance between bold strategic planning, ongoing community partnership and exceptional program service delivery. The vision for Community Services is forged through broad-based community strategies, including Saint John's municipal plan, the population growth framework, City's Parks and Recreation Strategic Plan, PlaySJ, neighborhood plans and growth strategies.

Key Responsibilities

Ensure that staff of the Community Services team is provided with the opportunity and encouragement to meet or exceed performance expectations by:

- Clearly communicating to all staff members their responsibilities and functions, ensuring they understand where they fit within the overall organizational structure;
- Setting appropriate performance standards and coaching staff members;
- Creating a motivating and safe work environment that encourages self-assessment, continuous learning and improvement, achievement and accountability;
- Actively participating in the selection of highly competent and motivated staff members;
- Resolving issues, sensitively, confidentially and effectively;
- Ensuring a positive and productive labour and employee relations climate.

Champion strategic planning within the division, department, municipal government and the community, to advance exceptional community services to residents:

- Provide strategic policy advice on a variety of community recreation and quality of life service-related matters, including operating budgets, capital budgets, corporate priorities, annual work plans, program development;
- Act as the primary lead for the ongoing implementation and evolution of PlaySJ;
- With direct operational support from colleagues of the Development and Community Services team, the Manager will lead the development of bilateral and multilateral action plans with other departments of the City as well as community partners;
- Through effective communications, collaboration and the embracement of a collective impact model of partnership in alignment with strategic plans and action plans, building broad-based



ownership over community services and assets across the City's Senior Leadership Team, Council Committees, Common Council, community partners, private sector and other levels of government;

- Report regularly to senior staff, the City's Quality of Life Committee and Common Council on community services efforts and outcomes;
- Advance Saint John's unique value proposition through the work of Community Services team, and contributing to Saint John as an exceptional community to live, work, study, visit, invest and raise a family;
- Coordinate the participation of the Community Services team in meetings, committees, community-led initiatives and groups;
- Ensure day-to-day synergies between Community Services and other departmental divisions, including the One Stop Development Shop, Community Development, Community Planning, Growth, the City Market and partner agencies, boards and commissions;
- Coordinate with operations to ensure facilities and public spaces meet user needs;
- Inform enhancement of facility, program and service opportunities to support special demographics;
- Ensure a fair and equitable cost structure for the delivery of recreational programming that supports access and inclusive choices for the community;
- Ensuring that service programming meets the needs of the community and expectations of strategic plans by way of social and economic return on investment.

Lead the development, execution and evaluations of safe and effective programming that contributes to Saint John's recreation, wellness, civic pride, parks and public spaces, including overseeing the following programs (note: programs are subject to change due to staffing capacity and service restructuring):

- Place-making programming
- Coordinated programming related to community grants
- Effective and efficient operation, maintenance and programming of community centers
- Recreation program services
- Programming in City parks and recreation facilities
- Overall operations of the Rockwood Park Interpretation Centre
- Facility bookings for arenas, parks, sports fields, courts, and other assets as they come online
- Support the Senior Manager Community Support Services, Manager, Community Development, Growth, Planning, and Community Services, by providing insight, guidance and support, and acting on their behalf as appropriate



Essential Qualifications

Education: Degree in recreation, community development, public administration or related field.

Experience: Minimum five years of relevant work experience in the areas of recreation, community services and programming, stakeholder relations, policy development, and partnership development.

Familiarity with local government, the Saint John economy, as well as regional and provincial economic and demographic trends.

Experience leading initiatives in partnership with various perspectives and cultures.

Proficiency with Microsoft Office (Word, Excel, PowerPoint and Outlook).

Strong communication skills both written and oral.

Proficiency in French an asset.

Position involves variable hours, including evenings and weekends, and may require travel.

A combination of education and experience may also be considered.

The successful applicant may be eligible to participate in a Flexible Time Options Program which includes the option of working a 4 or 5-day work week, subject to business requirements.

Equal Opportunity Employer:

We are an Equal Opportunity Employer. We are committed to building a workforce that reflects the diversity of the communities in which we live and which we serve. We encourage and support applications from Indigenous persons, persons with disabilities, and members of visible minority groups. Candidates who belong to such groups, who are qualified, will be given preference at the time of selection.

Applications will be accepted through our online system only. Qualified applicants should submit their cover letters and resumes to:

City of Saint John
Attn: Hiring Committee
www.saintjohn.ca (careers)

Only those applicants being considered further will be contacted.