

**CHARLESWOOD SENIOR CENTRE INC.**  
operating as  
**CHARLESWOOD ACTIVE LIVING CENTRE INC.**

**POSITION TITLE: Program Coordinator**

**START DATE: TBD**

**SALARY: Commensurate with experience**

**WORK SCHEDULE: 28 Hours per week over 4-5 days**

**REPORTS TO: Centre Manager/Designate**

**SUMMARY OF POSITION:**

The Program Coordinator is the front line of service for our member programs and for providing all coordinating functions to ensure smooth program operations. The Program Coordinator, under the direction of the Centre Manager, is responsible for coordinating the day-to-day operations and administration of all programs of the Charleswood Senior Centre Inc. (known as the Charleswood Active Living Centre). The Program Coordinator is responsible for the implementation, facilitation and evaluation of all programs and services. The Program Coordinator is responsible for maintaining a high degree of proficiency in data collection and retention in all management information systems, for providing excellent customer service, and ensuring program related problems are resolved and effective communication occurs. This individual is a welcoming face to the Active Living Centre.

**Primary Duties and Responsibilities:** The Program Coordinator performs some or most of the following:

**1. Program Coordination**

- Implements and coordinates programs consistent with the mission of the Centre
- Ensures resources for programs are on site and utilized effectively and efficiently
- Provides guidance and leadership to the administrative staff and Volunteers on program related issues
- On behalf of the Centre, acts as the liaison with program instructors and service providers
- Maintains monthly, sessional and annual statistics relevant to all programs delivered.
- Contributes to the development and attainment of program goals
- Evaluates programs on an ongoing basis for both member satisfaction and overall effectiveness
- Evaluates program instructors and facilitators on an annual or sessional basis
- Develops and maintains a system of space (room) bookings for various programs, events and services throughout the Centre during Centre Hours
- Keeps the pulse on new program trends and issues related to older adults and creates programs to respond to these changing needs and preferences for

program offerings to enhance the diversity of programs and services offered by the Centre

- Coordinates program evaluations and any handouts or resources required

## **2. Customer Service**

- Provides information and referral as required to members
- Identifies, assesses and informs the Centre Manager of internal and external issues that may or will affect the organization
- Participates as a team member and fosters effective teamwork by helping to create a positive work environment for all staff
- Works collaboratively with others to find solutions

## **3. Support Services**

- Inputs registrations and memberships and makes corrections in RecDesk as required
- Inputs data and prepares cheque requisitions as invoices are received
- Provides recommendations to Centre Manager on these processes and any issues
- Safeguards all money, cheques and private and confidential information
- Ensures day to day tasks are completed appropriately and brings to Centre Manager's attention issues for attention regarding cleaning, heating, security, snow-clearing, telephones, internet, etc.
- Ensures the physical environment is ready for member activities including assisting with rearranging rooms and spaces in the Centre, setting up chairs and tables for programs.
- Sanitizes equipment and facility areas as required
- Ensures all public health sanitization guidelines and protocols are communicated and followed

## **4. Financial Management**

- Monitors the financial records related to all programs specifically around program costs, revenue, and profit and loss
- Recommends refunds to Centre Manager and coordinates any subsidies from grants or other program funds as dictated by funding procedures and policies

## **5. Development of Promotional and Marketing Materials**

- Coordinates the production and distribution of program marketing materials including posters, flyers, etc.
- Develops the Centre's newsletter and ensures its distribution
- Ensures that the Centre's website and social media are up-to-date and have current program information
- Coordinates/Updates the Centre Social media sites and monitors feedback

## **6. Volunteer Coordination**

- Provides support to the Volunteer Coordinator or designate
- Provides information and support to volunteers

- Provides oversight, direction and training for volunteers on program supports

### **7. Direct (Community) Service**

- Provides information, referral and support to members and/ or to their families in the community, in accordance with Board Policy
- Assists the Centre Manager as a representative of the Centre at various community and other work-related meetings or events

### **8. Other**

- Assists members or public with issues during the Centre Manager's absence
- Performs additional tasks as mutually agreed upon with the Centre Manager and Board

## **POSITION SCOPE**

Reports to, and takes direction from, the Centre Manager. Develops and maintains a close working relationship with the Administrative Staff, Volunteers and the Board of Directors in keeping with the Centre's team approach.

## **POSITION QUALIFICATIONS**

### **Experience and Education**

The incumbent will have a post-secondary education or experience in the field of Recreation/Health/Social Services administration or related field.

In addition, they have:

- Experience providing excellent customer service
- Experience working with mature adults and volunteers
- Experience developing and overseeing/coordinating programs and services
- Experience in a management information system such as RecDesk would be considered an asset. Ability to learn this software is essential.
- Experience in a member-based organization would be considered an asset.
- Possess strong interpersonal skills
- Team player with ability to resolve conflict and ensure effective information sharing
- Possess excellent English oral and written communication skills
- Possess excellent computer skills including proficiency in Microsoft Office Word, Outlook, Excel, Publisher, Adobe and social media platforms
- Ability to prioritize workload and be attentive to detail

Certified in, or willing to obtain, Emergency First Aid and CPR Level C

Resumes can be sent to [manager@charleswoods seniorcentre.org](mailto:manager@charleswoods seniorcentre.org)

