



Program Coordinator Job Description (October 2020)

Full time (35 hours per week, Monday – Friday)

Reporting to the President and working closely with the Chair of the Program Committee, the Program Coordinator supports SWESA's Vision, Mission and Core Values in the development and delivery of seniors programs and events at SWESA. The Program Coordinator is responsible for the day to day operation and delivery of all SWESA programs at Yellowbird Community Centre, Blue Quill Community Centre and any other satellite sites where SWESA offers programs.

Key Responsibilities:

- Develop, implement and evaluate all programs and member activities
- Manage programs within approved budget: determine program fees and direct delivery costs (breakeven at a minimum), purchase equipment and supplies
- Attend monthly Program Committee meetings, prepare reports, assist with the Program Committee agenda
- Research potential new programs and partnerships and maintain current knowledge of the interests and issues that affect Edmonton's aging population
- Interview, screen, hire and manage (orientate, supervise, evaluate) qualified instructors
- Set criteria and screen other program deliverers
- Coordinate facilities (room assignments for program delivery); assign contact persons for programs at satellite facilities
- Ensure technology is used correctly in all program delivery (video conferencing, presentations etc.)
- Design and deliver avenues for member feedback on program satisfaction and deal with any issues that may arise during programs or escalate such concerns appropriately
- Promote and market SWESA programs and membership through the seasonal program guide (published three times annually), the website and weekly Mailchimp bulletins; pursue external opportunities to promote activities
- Work with the Communications and Marketing Committee (CAM) to develop promotional materials and information packages
- Ensure that program participants, instructors and presenters adhere to SWESA policies and practices
- Manage incidents and report them according to the Incident Reporting Policy (3.4.1)
- Identify needed changes to program policies, safety protocols and storage requirements
- Attend Interagency Programmers meetings

Other Duties May Include:

- Assist with cash handling and record management
- Assist with registration and new member orientation
- Assist with the planning, implementation, and evaluation of special events
- Other duties as required



Required Skills and Experience:

- Completion of Degree or Diploma in Recreation/Leisure or a related field. Three years or more of experience in the development and delivery of recreational, social, leisure, arts or cultural programs.
- Knowledge of program evaluation practices
- Superb MS Office skills
- Proficiency with office technology and equipment
- Experience with MySeniorCenter would be an asset
- Excellent customer service skills including patience and a professional, courteous manner
- Flexibility and the ability to adapt to changing situations in a positive manner
- Exceptional interpersonal, written and verbal communication skills; able to work with diverse and multi-disciplinary teams
- Demonstrated creativity and strong problem solving skills: an effective decision maker
- Strong task and time management skills
- Some physical tasks and ability to lift up to 30 pounds/13 kg is required
- Friendly and outgoing
- Emergency First Aid (CSA Basic) – Level A CPR + AED and clear Police Check