

At OPAL by element, we are redefining retirement and aging. Our vision is to develop and manage vibrant, inclusive retirement communities for people of all ages to live in.

The Opportunity

As the **Recreation Manager**, you will leverage your passion for community and healthy living in the design and delivery of a comprehensive recreation and social program for all Opal community residents, their family and friends, and our staff. You will manage all aspects of the recreation program operations including; staffing, training, scheduling, promotion, transportation coordination and program delivery.

Your Accountabilities

- Develop, plan and implement creative and innovative seven-days-a-week program of activities that engages residents, their families and friends, as well as staff. Ensure they meet resident choice, abilities, intergenerational content and that they significantly contributes to overall resident satisfaction, revenue generation and a high occupancy %.
- Stay on top of industry trends and drive program and service excellence innovation that leads the industry, while balancing business impact and financial sustainability.
- Forecast, manage and track costs and budgets across all recreational activities and assist all departments in maximizing revenues where possible.
- Engage in positive relationships with the residents and the OPAL community at large.
- Ensure that all policies, programs and practices are carried out consistently.
- Ensure that programs are effectively and punctually communicated to staff and the residents, through a variety of communication channels.
- Implement developmental opportunities for staff by establishing targets, KPI's, schedules, policies and procedures and provided regular performance feedback.
- Handle resident, guest and staff concerns in a quick, respectful and professional manner.

Your Capabilities

Education:

- University or College Degree/Diploma in Therapeutic Recreation Programming, Health, Human Services or Hospitality field, including social work, nursing, psychology, hospitality, physical, occupational, speech or recreational therapy.

Experience:

- Minimum of 4 years of leadership experience within a multidisciplinary healthcare, hospitality and/or recreation team, serving an older adult population.

Skills:

- Excellent written and oral communication skills in English, ability to speak Cantonese is considered an asset.
- Strong customer service, operations management and leadership skills – able to effectively supervise, direct and train staff to deliver activities in a professional and engaging manner.
- Computer software savvy; possess a strong knowledge of applicable programs and software. Microsoft Excel, Word, PowerPoint etc.

- Class 4 unrestricted license permitting the operation of a multi passenger van.

Behaviours:

- Builds and maintains trusted relationships by proactively seeking and valuing input from others, sets clear accountabilities and being transparent in communication and decision making and is an excellent cross functional collaborator.
- Inspires involvement by taking the time to get to know the residents and staff, understands their interests and encourages their participation.
- Fosters a “one team” philosophy. As a member of the leadership team, actively discourage potential silos between different operating areas. Contribute to a positive, engaging experience between functional leadership team members and ensure that the residents and employees have a seamless, consistent experience regardless of where they live or work in the community.

Visa Requirements: Applicants must be legally able to work in Canada.

Your Work Environment

Physical Efforts:

- Standing, walking and driving a van for extended periods throughout the shift.
- Fast paced environment; working under pressure with great attention to detail and deadlines.
- Occasional kneeling, pushing, pulling and lifting and carrying up to 30 lbs.

Work Hours:

- Able to work flexible hours at times; including weekdays, nights and weekends.

Physical Environment:

- Residential areas, office building, road trips, healthcare facility, bar/lounge.
- Frequent outdoor exposure in all weather conditions, with frequent local travel.

Reporting relationships:

Job Title of Immediate Manager: General Manager OPAL

Job Title of Next Level Manager: VP Operations Element

Jobs Reporting to You: Recreation Assistant - Care, Recreation Casual

What's on offer?

- \$45,000 - \$55,000, depending on experience.
- Full employer paid benefits.
- Fifteen (15) days of paid vacation.

How to apply

Visit our careers page on our website and enter the required information and attach your cover letter and/or resume. <http://elementlifestyleretirement.com/careers/>