



## OUT OF SCHOOL CARE DIRECTOR

The Trico Centre has an exciting opportunity within our Out of School Care Program as our **Out of School Care Director**. The Out of School Care Director is responsible for the overall supervision of the Out of School Care program area, with a heavy emphasis on program maintenance, customer care, employee supervision and daily running of the program to maintain Alberta provincial Licensing and Accreditation requirements.

### Qualifications:

- Completed Educational Training/Equivalences in the following areas to qualify for the Child Development Supervisor Certification (formerly Level 3) recognized under Alberta's Provincial Licensing requirements:
  - Alberta Permanent Teaching Certificate (Designation)
  - Education Degree (Early Childhood Education, Elementary Education, Secondary Education, General or After Degree)
  - Child and Youth Care (Diploma/Degree)
  - Supervisor Out-of-school Certification from the Province of Alberta
  - Early Learning and Child Care Diploma, Home Science (Child Development) Degree
  - Science (Education) Degree, Social Work Degree
- Minimum five years supervisory experience mandatory with strong organizational, planning and staff management skills
- First Aid and CPR Certification (Current)
- Police Security Check with Vulnerable Sector Search dated within the last three months mandatory (required on first day of work)
- WHIMIS Certification
- Computer Experience in Word and Excel essential
- High Five training
- Able to work a flexible schedule

### Experience/Skills Required:

- Previous experience with current registration software program, When-to-Work scheduling system, MS Office Suite including; Excel, Word and publisher is a definite asset
- Detail oriented, high level of accuracy with multiple tasks
- Five years experience in a supervisory role coordinating children's programs
- Two years customer service experience in a recreation facility-based setting
- Able to work a flexible schedule that may include evenings and weekends
- Strong customer service skills, Professional demeanour under pressure
- Attends regularly scheduled meetings
- Ensures policies and required procedures are adhered to
- Professional demeanour working with difficult situations
- Excellent written and verbal communication skills

## **Performance Responsibilities/Accountabilities:**

### ***Administrative and Operational:***

- Demonstrates and promotes a clear understanding of Trico Centre for Family Wellness mission, vision, values and goals
- Works cooperatively with all levels in the organization (supervisors, peers, staff, members and patrons)
- Delivers high levels of customer service to all members and patrons which reflects the operational policies, practices and philosophies of the Trico Centre for Family Wellness
- Returns all patron and work-related phone calls and emails in a timely and efficient manner
- Takes responsibility for managing own work hours and meeting scheduled requirements each week from Monday to Friday
- Attends monthly Leadership meetings and bi-weekly Facility Initiatives Meetings
- Works cooperatively with all supervisors and staff
- Initiates marketing ideas and promotional materials for the department and works cooperatively with the Marketing department
- Does Out of School Care shifts if program ratios are not being met due to staff illness or absence
- Ensures all program areas are cleaned and organized (i.e. all areas used by Out of School Care)
- Provides support to Out of School Care staff for program set-up as required
- Maintains ongoing and required registration
- Follows-up with outstanding payments (contacts patrons)
- Oversees toy-cleaning and sanitizing schedule
- Completes subsidy reports in a timely and accurate fashion
- Performs monthly checks for registration, professional development days, field trips, etc.
- Approves field trips and schedules bus and facilities
- Approves monthly calendars, newsletters and staff program plans for parents
- Approves planning, implementation, and tracking of fire drills every month
- Ensures Out of School Care Parent registration packages are kept up to date and available
- Researches and incorporates updated child care techniques to reflect best practices
- Creates, updates and distributes parent, child and staff surveys (i.e. wellness, best practices, satisfaction, etc.) and analyzes results for improvement

### ***Employee Supervision:***

- Takes full responsibility for Out of School Care staff scheduling (i.e. completion, approval, etc.) and ensures ratios are met
- Connects and communicates with all staff during childcare hours
- Checks and approves bi-weekly staff timesheets
- Completes documentation and does record keeping for staff attendance sheets, sign-ins, child attendance sheets, program plans and other information for the program
- Manages staff work hours effectively as required within the scope of the program
- Schedules, attends and actively participates in monthly Room Lead meetings to provide support, communicate information and address any concerns
- Plans, organizes and participates in monthly staff meetings to encourage open communication and provide professional development opportunities
- Tracks and ensures staff qualifications are maintained and current

- Recruits Out of School Care staff and provides training as necessary
- Completes and performs staff evaluations on employee anniversary dates as scheduled and required in conjunction with the Out of School Care Coordinator

***Licensing and Accreditation:***

- Completes and takes full responsibility for ensuring that all parameters regarding Alberta Child Care Accreditation standards are being met for the program
- Keeps up-to-date and maintains the programs Alberta Provincial Licensing Accreditation Certification
- Completes provincial license renewal accurately and according to specified timelines

***Budget and Financial:***

- Oversees purchases of program supplies and reconciles to budget
- Completes annual budget as set out by Trico Centre and is accountable for tracking and budget analysis

**What We Offer:**

- Salary range between \$46,000 to \$50,000 per year before Alberta provincial wage top up is provided
- Free family facility membership and excellent full benefits package
- Training and development opportunities
- Month of July off each year due to program closure for summer break

**Closing Date:** Open until filled

**Location:** 11150 Bonaventure Drive SE

**Position Start Date is As Soon as Possible**

Only those individuals selected for an interview will be contacted. Thank you for your interest in Trico Centre for Family Wellness. We are an equal opportunity employer.

**Please send applications to:**

**Trico Centre for Family Wellness  
11150 Bonaventure Dr. SE  
Calgary, AB T2J 6R9**

**Attention: Programs Manager  
Email: [mcrook@tricocentre.ca](mailto:mcrook@tricocentre.ca)  
Fax: 403-278-7573**