
Job Title: Centre Manager - Victoria
Division: Victoria Centre
Organization: Silver Threads Service
Date Prepared: November 2017
Supervisor: Executive Director

Position Summary:

Silver Threads Service is a charitable, not-for-profit society that enhances social connections and well-being for seniors. We do this by providing programs and services that are accessible to all.

Programs are offered at our two centres, located in Victoria and Saanich, as well as outreach programs located around the Greater Victoria area.

Reporting to the Executive Director the Centre Manager is responsible for the day to day operations of the Victoria Centre.

The Centre Manager works closely with the Saanich Centre Director and the team to develop and implement programs and services for Silver Threads Service. The focus will be approximately 40% program and event planning, 40% marketing and promotion, 20% administration and other duties.

Key Responsibilities**Program and Event Planning (40%):**

- Assesses, plans, implements and facilitates Centre Programs and Events, evaluates and promotes offerings to members and the general public
- Develops program budgets, monitors registration and takes corrective measures to achieve financial and participation targets
- Works cooperatively with other staff to provide a balanced menu of programs that compliments both centres.
- Understands and communicates information of all STS programs and services
- Knowledge of community resources for information and referrals
- Develops partnerships with other service providers and community groups to enhance program delivery

Public Relations and Marketing (40%)

- Develops and implements marketing plans to ensure programs and events are promoted, advertised and well attended
- Develops templates and communication tools that include posters, brochures, content for newsletters and media
- Able to implement a variety of strategies including social media to communicate to the external community that will increase participation
- Provides update of information for the STS website
- Posts event and program information on Community web sites
- Provides Outreach, Advocacy and Information and referrals to members and the public on STS as well as other senior serving resources

Administration and other duties (20%)

Fiscal and Budget Management

- Assists in the development of Annual budget and understands revenue and expenses targets for the Centre
- Monitors budget monthly and reports on budget variances
- Knowledge of funding and grant requirements, ensures outcomes are monitored, met and reported on
- Manages cash float, oversees deposit process
- Receives and sorts mail

Facility and Centre Operations

- Oversees daily schedule and programs in the centre and ensure building safety, cleanliness
- Communicates to the Executive Director any needed equipment or building repairs, documents requests and monitors progress
- Schedules Rentals and community groups and coordinates invoicing with the Saanich Centre Assistant
- Ensures daily Room set up and take down
- Models customer service approach and serves members and public as required
- Conducts centre tours and speaks knowledgably about the organization

Job Description

SILVER THREADS SERVICE Centre Manager – Victoria Centre

- Ensures membership records, participation numbers and other statistical information are maintained
- Provides input and implement the policies of STS according to determined procedures
- Provides reports and attends planning sessions as required

Human Resources

- Confirms and hires Program Instructors
- Supervises and guides Centre Assistant, Volunteers and students.

Education and Experience

- Minimum of two years' experience in recreation settings
- Experience in program and event planning
- Experience working for organizations that facilitate the well-being of older adults

Knowledge, Skills and Abilities

- Knowledge and understanding of seniors issues and needs, and the role and primary concerns of older adults in the local community
- Strong leadership skills that inspire and motivate others
- Provides excellent customer service and communication
- Ability to exercise tact and diplomacy, accept change
- Demonstrated ability to set goals, establish priorities, implement new ideas, and manage change
- Strong financial and budget management skills
- Strong interpersonal skills including the ability to communicate effectively with members and other members of the public
- Able to use business software programs (i.e. Word, Excel, PowerPoint) and ability to easily learn new programs
- Must satisfactorily complete a Police Information Check
- Current First Aid required and Food Safe an asset
- Flu Shot required

Working Conditions:

Exciting, challenging and busy environment

Climate for initiative, creativity, and ability to work both independently and as a team member

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**SILVER THREADS SERVICE
Centre Manager – Victoria Centre**

Ability and willingness to work occasional evenings as required, through a flexible work schedule when organizational responsibilities and program require

Travel required in and around the Greater Victoria area using personal vehicle

Some lifting up to 25 lbs. may be required (eg: moving furniture, organizing supplies, etc.)

Employee Signature: _____ Date: _____