

Job Description

Recreation Assistant

Recreation

At OPAL, 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. Based on Element's revolutionary intergenerational concept, we won an international award out of 950 retirement-focused projects assessed worldwide!

Our Values and Philosophy guide our business and are represented by the word IMPACT: Integrity in our actions, Mentorship of our people, Passion for our industry, Accountability to our customers, Creativity in our approach, and Teamwork that focuses on collaboration.

YOUR ROLE

We are looking for a dynamic and motivating candidate, to be part of our Recreation team at our senior retirement community. You are responsible for developing and running Wellness and Recreation programs, on a well-balanced calendar of activities for our residents.

YOUR ACCOUNTABILITIES

Program Coordination and Implementation:

- Assist the Recreation Manager in coordinating and implementing resident interests and programs to create varied and innovative activities within the community.
- Organize and direct indoor and outdoor daily activity programs, including exercise classes, entertainment, arts and crafts, gardening, outings and related activities that encourage involvement and independence.

Communication and Documentation:

- Assist in the development and production of various materials such as the monthly calendar, weekly activity sheet, daily activity listing, In Touch programming, resident bulletin board, posters, advertising, and any other informational material for residents and the community at large.
- Create monthly sign-up sheets for recreation activities and post them on relevant platforms (Teams).
- Deliver and assist in delivering monthly recreation calendars to all residents.
- Ensure materials are available in both English and Chinese (if applicable).

Promotion and Engagement:

- Promote resident participation in social, wellness, spiritual, and recreational activities, encouraging involvement from families and the community.
- Engage in positive relationships with residents, family members, staff, and other community members.

Transportation and Logistics:

- Take the lead and assist with loading/unloading for both Independent Living (IL) and Licensed Care (LC) bus trips.

Event Organization and Support:

- Assist in calling residents to remind them about programs and outings they have signed up for or could be interested in.
- Assist in decorating for special events and update the Recreation Manager on the success of programs.

Maintenance and Reporting:

- Responsible for preparing and cleaning up all activities and events in the activity area, including moving furniture and preparing supplies.
- Maintain inventory of equipment, tools, and materials, and report malfunctioning equipment and supply needs.
- Monitor and assist vendors/instructors, providing support and feedback to the Recreation Manager as needed.
- Maintain recreation spaces and report any damage or changes.
- Monitor residents for cognitive and physical changes and report updates to the Recreation Manager.
- Monitor residents during outings and assist the group as needed.
- Conduct garden and patio maintenance, including watering plants and wiping tables.

Adherence to Policies and Procedures:

Adhere to management policies and procedures related to purchasing, ordering, stock, and inventory control.

YOUR CAPABILITIES

Education:

- ✧ University or College Degree/Diploma in Health or Human Services field including kinesiology, social work, nursing, psychology, physical, occupational, speech or recreational therapy

Experience:

- ✧ Minimum of 2 years of related experience within a multidisciplinary senior living or hospitality team serving an older adult population
- ✧ Experience in a fast-paced, high volume and customer service orientated establishment

Skills:

- ✧ Class 4 unrestricted license with clean driving record
- ✧ First Aid/CPR certification would be an asset
- ✧ Excellent written and oral communication skills in English; ability to speak Cantonese is a plus
- ✧ Technologically savvy, possessing a strong knowledge of Microsoft Office software
- ✧ Strong operations management skills - Able to develop, organize and direct the activities in a professional manner
- ✧ Excellent customer service skills
- ✧ Strong decision-making, problem-solving and conflict resolution skills

Behaviours:

- ✧ Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.
- ✧ Take pride in your work. Do your very best.
- ✧ Willing to help team members even if it isn't your job. Share ideas and feedback that

will help the team perform at their best. Recognize the efforts of others on the team. Be able to accept feedback constructively.

- ✧ Inspire involvement among residents and visitors by taking the time to get to know the residents, their families and the community; understand their interests and encourage their participation.
- ✧ Build trusted resident relationships. Understand the needs of the resident, maintain confidentiality and deliver on your commitments.
- ✧ Ability to interact in a professional and empathetic manner with the seniors.
- ✧ Champion the Opal culture. You know that the resident and employee experience drive sustainable business performance and you actively live by the IMPACT values every day.

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

YOUR WORK ENVIRONMENT

Physical Effort:

- Constant standing, walking and driving throughout shift
- Occasional lifting and carrying up to 25 lbs
- Occasional kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends
- Frequent local travel is expected with this position

Physical Environment:

- Residential area, office building, healthcare facility
- Frequent outdoor exposure in all weather conditions

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: Recreation Manager

Job Title of Next Level Manager: General Manager