



Support Staff Manager

Western DuPage Special Recreation Association (WDSRA)

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Closing Date: 2022-02-01

Salary: \$64,700-\$70,300

Description:

If you are creative, a collaborative team player, possess a great deal of initiative, and thrive on challenge, consider applying to lead WDSRA's Support Staff team, a group of individuals committed to recruiting, hiring, training and retaining a highly qualified pool of seasonal staff and volunteers. The Support Staff Manager will lead the agency's recruitment task force to attract new seasonal staff members and position WDSRA as a great place to work.

To apply, go to <https://www.wdsra.com/employment-volunteers/>. Excellent benefits package available.

ESSENTIAL JOB FUNCTIONS

- Interview, hire, orient and discipline Support Services team staff.
- Supervise Support Services team staff by: managing workloads; monitoring staff's performance with continual feedback and regular performance reviews; promoting staff growth and development; and providing training and support as needed.
- Direct full cycle employment process for seasonal staff and 2nd level supervision of seasonal staff including approving all disciplinary action.
- Manage seasonal staff compensation, create seasonal staff related budgets and monitor financial activity.
- Collaboratively develop and lead seasonal staff meetings.
- Lead Recruitment Task Force to create a holistic approach for recruiting staff and volunteers.
- Understand applicable laws and study best practices to create operating manuals pertaining to seasonal staff, volunteers.
- Fill the role of Head Instructor, Assistant, Driver, or Inclusion staff as needed in programs by executing established lesson plans, encouraging participant engagement and ensuring participant safety. Monitor after-hours/weekend phone and respond to on-call situations as needed.
- Perform other duties as assigned.
- Fulfill your job duties in line with agency policies, mission, vision, core values and cultural expectations.

KNOWLEDGE, SKILLS, AND ABILITIES

- Possess outstanding skills in administration of support staff and volunteer program including development of applicable policies and procedures and creation of training manuals
- Demonstrate knowledge of all aspects of the hiring cycle as it pertains to seasonal staff and ensure that best practices are followed
- Demonstrate creativity, initiative and strong leadership skills, especially in the development of a recruitment and retention plan for seasonal staff and volunteers
- Demonstrate fiscal ability through creation of area budget and monitoring fiscal activity as well as managing seasonal staff compensation
- Extensive knowledge and experience of various disabilities and best practices in supporting individuals who have special needs
- Demonstrate knowledge and expertise in behavior and classroom management skills and possess ability to train and mentor others in these areas
- Possess excellent interpersonal skills and demonstrate an ability to work cooperatively and collaboratively with stakeholders
- Create thorough training sessions as well as materials to accompany those trainings and demonstrate strong public speaking skills during their presentation
- Ability to direct and supervise full-time and seasonal staff
- Strong written and verbal communication skills
- Excellent time management and organizational skills to enable working in a fast-paced and sometimes stressful environment managing multiple priorities, tasks and/or interruptions and meet established deadlines
- Possess creative problem-solving and independent judgement skills
- Ability to adapt to changes in all aspects of the job
- Ability to accommodate evening and weekend programs, presentations or meetings and to serve in a weekend on call position 4-6 times per year
- Knowledgeable and comfortable working in databases and proficient with Microsoft Office Suite or related software
- Prolonged use of office equipment, computer and phone on a daily basis
- Ability to maintain confidentiality and handle confidential information discreetly
- Ability to safely lift up to 40 pounds- over 40 pounds requires two people or mechanical assistance
- Possession of a valid Illinois Class "D" driver's license to drive personal and agency vehicles to/from programs, between program sites and for general transportation of participants, supplies and equipment
- Supervise program participants including behavior management, transferring, personal care and other skills necessary for overall independence and participation

QUALIFICATIONS

- Bachelor's degree from an accredited college or university based on a major in Therapeutic Recreation or related field.
- A minimum of five (5) years of experience in safety and HR staffing administration within a TR setting
- A minimum of three (3) years supervisory experience
- A certified Therapeutic Recreation Specialist (CTRS) and/or Certified Park and Recreation Professional (CPRP) or the ability to obtain.