

THERECC.CA

JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

COMMUNITY HEALTH & WELLNESS SPECIALIST

REPORTS TO DIRECTOR OF RECREATION & LEISURE SERVICES

FULL TIME; SALARIED, BASED ON AN AVERAGE OF 40 HRS/WEEK

Benefits package | 2 weeks' vacation | Special Leave and Holiday Pay | Full RECC Facility Family Membership

The Community Health & Wellness Specialist is primarily responsible to provide coordination and implementation of all fitness programming initiatives and to supervise the daily operations of the RECC Fitness Centre. The role will also be responsible for developing, implementing and evaluating health- promotion and wellness programs within a community setting.

This role involves working closely with community members, local organizations and health agencies to address health disparities, promote healthy behaviors and improve overall well-being. The Community Health & Wellness Specialist assists in the continued growth and success of the facility as a whole through development of creative and innovative programs that increase revenue generation and community awareness of the opportunities provided through the RECC Fitness Centre.

DUTIES AND RESPONSIBILITIES (Included, but not limited to)

Member and Community Relations

- Provide quality customer service to ALL members and patrons: no matter of race, religion, physical or mental barriers or any other basis of discrimination
- Build relationships with community members, leaders and organizations to foster collaboration and support for health initiatives.
- Ensure a high level of customer service and satisfaction by addressing patron inquiries, concerns, and feedback in a timely and professional manner. Implement strategies to enhance the patron experience and promote retention
- Ensure member adherence to RECC policies
- Conduct member orientations as required
- Assist members if additional attention is required based on availability
- Be flexible and adaptable as the business continues to evolve
- Represent the values of the RECC

Program Development/Implementation

- In collaboration with the DRLS, establish program schedules that best meet the needs of the broad scope of members and users, recommending new ideas for personal training and group training and strategically growing the business in this area
- Creatively design and implement evidence-based health promotion programs tailored to the needs of the at risk populations (special needs, youth obesity, mental health, etc.)
- Monitor program activities, outputs, and outcomes to assess effectiveness and progress toward goals. Collect and analyze data to evaluate program impact, identify areas for improvement, and make data-driven decisions
- Actively participate and oversee the daily group exercise instruction
- Ensure all initiatives align with the RECC mission, vision, strategic plan and branding
- Creatively use fitness as a vehicle to promote community involvement

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Operations Management

- Oversee day-to-day operations, including equipment preventative maintenance, scheduling, staffing, and budget adherence. Ensure that the centre operates efficiently and meets quality standards
- Recruit, hire, train and supervise staff members, including fitness instructors, trainers and support staff. Provide ongoing coaching and professional development opportunities for staff
- Conduct regular performance evaluations for staff members to assess performance. Provide feedback, recognition and support.
- Work with the RECC Marketing team to develop and implement marketing strategies to promote facility and attract new clients.
- Maintain a Life Cycle plan for all fitness equipment and work closely with the Director of Operations to ensure all equipment is safe and in good working condition
- Maintain the Fitness Centre OHS board and ensure current and required documents are available to employees
- Adhere to all RECC occupational health and safety policies, assuming an active role in ensuring the safety of all staff, members and users of the Fitness Centre

Other

- Ensure compliance with health and safety regulations, industry standards and best practices.
- Maintain a safe and clean environment. Assist with the daily cleaning and sanitization of the fitness centre such as sweep & mop floors, vacuum mats, clean mirrors, and other cleaning duties as needed
- Perform continuous risk management and communicate needs or concerns to appropriate personnel
- Complete all reports and documents appropriately in a timely manner and daily risk management checks
- Ensure accurate, objective completion of Accident, Incident and/or First Aid forms as required
- Ensure full confidentiality is maintained for all members/users/staff by employing procedures that reduce the unnecessary transmission of confidential information.
- Other duties as assigned

QUALIFICATIONS AND REQUIREMENTS

- Bachelor's or Master's degree in business administration, health administration exercise science or a related field
- Previous experience in a management or leadership role within the wellness, fitness or healthcare industry
- Certified and Experience Group Instructor / Personal Training Certification an asset
- Strong leadership, communication and interpersonal skills
- Customer focused mindset and commitment to delivering exceptional service
- Proficiency in budget management and financial analysis
- Critical thinking skills that allow for appropriate prioritization
- CPR "C" and Standard First Aid certification mandatory



Current Criminal Record and Child Abuse Registry Checks are mandatory conditions for RECC employment. They must be completed and submitted before any training will begin. Wage offered is based on previous experience and level of training and/or certifications.

COVER LETTER + RESUME SUBMISSION: DIRECT TO ► RACHEL - RFARRELL@THERECC.CA

We welcome cover letters and resumes from all qualified applicants. However, only those selected for an interview will be contacted. Central NS Sport & Entertainment is an equal opportunity employer committed to diversity and inclusion in the workplace. We encourage applications from qualified individuals of all backgrounds.