

Recreation Assistant – Licensed Care

Recreation

At OPAL by Element, 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 dynamic, motivating people who are genuine and passionate about delivering service excellence and driven to make a meaningful difference in the day to day lives of our residents.

As the Recreation Assistant, you will be responsible for maintaining Element's high quality and service standards by effectively incorporating the 7 dimensions of wellness into our Recreation programs to develop a well-balanced calendar of activities for our community.

YOUR ACCOUNTABILITIES

- Organize and direct indoor/outdoor daily activity programs including exercise classes, entertainment, crafts and other related activities that encourage involvement and independence.
- Backfill for other Recreation Department staff in their absence or as required but at the discretion of the Recreation Manager.
- Assist in setting the objectives and standards required to measure the success of the programs and ensure the required standards are met.
- Assist in the development and production of the Monthly Calendar, Resident Bulletin Board and any other informational material for the residents.
- Adhere to management policies and procedures of purchasing, ordering, stock and inventory control.
- Assist in the development of an innovative seven day a week program that is engaging to all residents.
- Promote resident participation in social, spiritual and recreational activities while encouraging the participation of resident families and the community.
- Direct and supervise volunteers, as required.

- Assist in implementation of monthly intergenerational activities on a consistent basis to promote participation.
- Engage in positive relationships with the residents, family members, staff and other community members.
- Ensure that all policies, programs and practices are carried out consistently and effectively.
- Observe and report any changes in residents' functional and cognitive behavior to the Director of Resident Services or General Manager.
- Drive the bus for community outings (must have valid class 4 driver's license with a clean driving record).
- Perform other related duties as requested by Recreation Manager.

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
- ⊘ Class 4 unrestricted license permitting the operation of a bus
- ⊘ First Aid/CPR Certification would be an asset
- ⊘ Ability to speak Cantonese is considered an asset

Experience:

- ⊘ Minimum of 2 years of leadership 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:

- ⊘ Excellent written and oral communication skills in English; 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, bar/lounge
- 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 OPAL