

Swansea Town Hall Human Resources Committee Terms of Reference

Type of Committee Standing

Membership

The Human Resources Committee shall be headed by the Chair of the Board of Management. It shall include the Vice Chair and at least one other member of the Board of Management, and may contain not more than one staff member who is not the Executive Director. The membership of the Human Resources Committee must be approved by the Board. The Executive Director acts as a staff aide to the Committee, and is not a member of the Committee.

Responsibility

The Committee is responsible for all aspects of human resource and personnel matters at the Swansea Town Hall.

Duties:

- the preparation and revision, as necessary, of the organization chart
- preparation and revision, as necessary, of job descriptions that are rated through the City of Toronto Job Evaluation process and assigned wage grades
- the development of Human Resource policies for approval by the Board
- overseeing of the administration of wage and benefit packages
- the hiring and overseeing of the Executive Director
- overseeing of the Executive Director hiring employees of the Town Hall
- to ensure performance appraisals of employees are conducted
- to participate in processes as set forth in the Human Resources policy with regard to termination and reclassification of employees
- to confer with and advise the Executive Director in special circumstances not covered in established policies.

Meetings

The Committee will meet on an ad hoc basis as required

In camera meetings:

At the option of the Chair of the Committee, each Human Resources Committee meeting may hold a session in camera with only Board representatives present.

Job Title: Executive Director – Swansea Town Hall	Job Code:
Job Type: Management	Hours of Work per Week: 35
Service Area: Association of Community Centres	Date Prepared: June 15, 2005
Division: Swansea Town Hall	

Job Summary:

- Works with and supports the Board in the development of a volunteer, publicly elected and Council appointed Board of Management. Facilitates the capacity building of these volunteer directors by supporting the orientation to public and operational policies and the selection, recruitment, maintenance, utilization and evaluation of the Board.
- Provides leadership to the Board of Management by advising them, advocating and promoting the organization and stakeholders' changes related to organization mission. Supports the motivation of employees in the organization's products/programs and operations. Leads a responsive, successful community organization that advances the City's Social Development Strategy and promotes the quality of life of members and residents.
- Manages a public agency by overseeing the operations of the organization and implementing plans. Manages human resources of organization, and manages the financial and physical resources of the organization. Manages the goal and objectives of the Centre as directed by the Board and informed by community and City Council. Co-ordinates needs identification and analysis, community liaison, program design, and financial administration: plans, supervises, implements, co-ordinates, evaluates and promotes services for the effective operation and continuing growth of the Community Centre.
- Provides vision and is an information bearer to ensure that staff, volunteers, partners and Board have sufficient and up-to-date information. Looks to the future for change opportunities, interfaces among Board and employees, organization and community.

Reports To:

Council appointed Board of Management for a specific Community Centre

Supervises (if applicable):

Directly supervises a staff team ranging from 3.4 FTE to 14 FTE City-funded positions plus up to 30 FTE Centre-funded positions, members of which are responsible for working directly with individuals and with staff from other community-based agencies and levels of government in addressing a broad range of community issues including child development, poverty, homelessness, environment, immigration and settlement.

Major Responsibilities:

Board Administration and Support

- In collaboration with other City staff, other levels of government, community members and agency staff, directs the identification of community needs and concerns, generates a range of service options to meet these, and recommends innovative strategies to meet identified needs.
- Ensures the development of targets and measurement criteria to evaluate the effectiveness of the centre's programs and services.
- Offers exemplary leadership to other service providers. Creates new standards of service in the community service sector.
- Develops and manages partnerships with residents and agencies to assess needs and develop programs/services businesses to solve community problems and build community capacity, social capital and well-being. Initiates action with and on behalf of the Centre to promote action, change and consideration of matters to the community, the Centre, its clients, staff and volunteers.

Executive Director – Swansea Town Hall

- Provides support and leadership to volunteer Board members via orientation, preparation of reports, agenda construction, communication between Board and staff, maintaining confidential material, implementing Board decisions and identifying issues and ways to address them.
- Consults with the Board of Management, staff, volunteers and stakeholders and determines priorities, establishes objectives and formulates programs, policies and procedures.
- Facilitates the functioning of the Board, providing liaison among the Board, staff, stakeholders and City Council.

Programme and Service Delivery

- Provides advice, guidance and overall co-ordination related to quality improvement for community programs, including indicator development and analysis, quality improvement initiatives, identification and use of best practice data and program evaluation.
- Identifies emerging needs, new communities, possible initiatives, and entrepreneurial, innovative approaches. Designs and builds new programming with fresh resources.
- Manages all aspects of a Community Centre including its viability and operational functions. Achieves the goals and objectives of the Centre as established by the Board of Management and informed by community and City Council.
- Ensures appropriate automated systems are in place to enhance, develop and implement effective data management services to ensure that essential information is available to meet programs' analytical and reporting needs and to facilitate the centre's management, financial and human resource administration, membership and funding.
- Collaborates, negotiates and advocates with City staff and those from other levels of government and community agencies, plus community members, to create or strengthen broad social programs and policies and the impact of initiatives by other levels of government and community-based organizations on community issues and services.
- Reviews and analyzes policies and procedures of the Centre and from different levels of government, related laws, acts or contracts.
- Prevents crises, manages critical issues, solves difficult problems, and anticipates and addresses matters which are or may become critical issues for the Centre before the Centre or City is compromised.

Financial, Risk and Facilities Management

- Develops, recommends and administers the annual budget for the centre, and ensures that the centre's expenditures are controlled and maintained within approved budget limitations.
- Develops and monitors financial policies and practices and manages human resources consistent with the goals and philosophy of the Centre.
- Protects and reflects the Centre's interests in its legal relationships with funders, businesses and agencies that support Centre operations. Negotiates, executes and administers legal agreements that affect the Centre with a range of government departments, the United Way and contractors of selected services to the Centre.
- Exercises signing authority for a broad range of Centre contractual agreements in respect to facilities, operations, human resources legal documentation, union agreements, and with funders, program partners, users of facilities.
- Reports to the Board on potential risks to manage risks to minimize liability to the City of Toronto.
- Plans and budgets for facilities whether leased or owned by the City. Designs and Manages projects such as capital building campaigns or relocation. Manages maintenance and operations for the facility including the physical building, its design and layout including elevators, plumbing, heating and air conditioning, flooring, lighting and electrical systems, security systems, roofing. Maintains the grounds and surrounding areas, parking lots, gardens, wheelchair accessibility. Maintains the furniture and equipment of the facility.
- Provides overall control and direction for all funding including overall and individual budgets for administration and various program areas. Administers and supervises all financial and budgetary activities of the Centre. Reviews and approves financial statements, monthly reconciliations, accounts payable, payroll, requisitions, purchase orders and receipts. Ensures that timely financial reports are submitted to funders in the appropriate formats.
- Presents and defends budgets before Committees, the Board and Council.
- Ensures sufficient financial resources to operate the Centre and programs through planning, co-ordinating, implementing and evaluating fundraising methods such as special events, gaming, direct mail, rentals, fees, proposals to governments, foundations and corporations.
- Ensures a healthy, safe, welcoming and secure environment where the Centre's physical and financial assets, staff, volunteers and users of services are protected and maintained.

Executive Director – Swansea Town Hall

Human Resource Management

- Manages, motivates and ensures the effective training of the Centre's staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others.
- Exercises responsibility and control for the hiring, training, management, evaluation, discipline and termination of all employees including permanent employees, both management and union as well as casual, contract and seasonal employees.
- Handles labour relations matters, including responding to grievances and the imposition of discipline as required.
- Ensures the efficient utilization of planning and supervision of clerical, accounting, reporting, EDP, and purchasing operations.
- Negotiates and implements union agreements and issues related to the agreement.
- Reports on all the components of the Centre with respect to the range of operating and human resources policies and procedures outlined in Centre manuals and guidelines and various acts/statutes.

Community and Public Relations

- Gains media coverage of relevant issues and events in order to promote the welfare and rights of communities and to highlight the impact of centre programming.
- Works with the community to find solutions to the problems a community identifies. Develops and mobilizes community-based leadership and other local resources and skills to initiate actions to solve identified community problems.
- Responds to inquiries, issues and concerns arising from the Board, staff, service users, funders, regulators, community partners, elected officials and the media.
- Maintains formal and informal relationships with the City of Toronto, Council, Committees and departments/divisions that affect the operations of the Centre including Community & Neighbourhood Services Department.
- Conveys timely information to staff and volunteers.
- Initiates, evaluates, and supervises the design and implementation of effective publicity, outreach and public relations/marketing materials and initiatives in order to create and ensure a positive Centre image in the community.
- Speaks for the Centre and represents it in negotiations, collective bargaining, meetings with the public, with other organizations and all levels of government and manages Centre relationships with the media and in public forums.
- Prepares reports to Board and funders, correspondence and response to enquiries, makes presentations to community stakeholders as requested.
- Creates and maintains a positive image of the Centre at Council and among City staff. Negotiates and advocates with a variety of City staff and through a range of departments.

Fundraising

- Liaises with various levels of government, corporations, foundations and private donors to sustain and improve financial resources. Works with committees of volunteers and staff to plan, implement and co-ordinate dinners, benefits, auctions, raffles, bingo, runs/walks, theatre trips and other special events.



"Original Confirmation on File"

Board of Directors

Date Approved:

Manager, Compensation & Benefits

Date Approved:

Swansea Town Hall Executive Assistant Job Description

PRIMARY FUNCTION:

Performs Executive Administration duties for the Board of Management, Board Committees and the Executive Director. Acts as a management generalist and supports all facets of the organization.

Provides office and financial support. Enhance organizational effectiveness by providing information and management support.

Acts as Executive Director in his/her absence.

ACCOUNTABILITY: The Executive Assistant is accountable to the Executive Director.

SUPERVISES: Cleaner(s); Caretakers, Administrative Assistant in the absence of the Executive Director

RESPONSIBILITIES:

1. Prepares monthly financial statements to assist the Executive Director.
2. Collects and provides detailed information on accounts and budgets as directed.
3. Maintains the financial records of the Centre under the direction of the Executive Director.
4. Helps in the preparation of the centres budget submission to the City in consultation with the Executive Director. Provides statistical data, prepares correspondence and drafts documents relating to budget matters, as directed.
5. Compile the financial accounts for the yearly audit and provides information required by the audit procedure under the direction of the Executive Director.
6. Helps to compile and maintain payroll, pension, and benefit records for each employee and submits required documentation to relevant parties.
7. Invoices for contracts for space use and bookings of the building according to policy.
8. Serves as a member of the Swansea Town Hall team. This involves participating in areas of marketing, special events, financial management, the administration of space, public relations and communications systems.
9. Performs administration duties including those of a confidential nature for the Board of Management and Executive Director.

Swansea Town Hall Executive Assistant Job Description

10. Arranges appointments for the Board and Executive Director.
11. Attends meetings, recording and transcribing public and confidential minutes and correspondence for the Board and Executive Director.
12. Maintains Board Minute Book and Board Manual
13. Opens and reviews mail including mail marked Confidential to the attention of Executive Director or Board.
14. Maintains confidential files for the Executive Director including Human Resource and Labour Relations files.
15. Initially responds to enquiries for the Executive Director from the general public, other City of Toronto Departments and elected officials or their assistants, and/or directs them to the appropriate people.
16. Works with local press in promoting the Town Hall and the activities therein.
17. Has access to all Information systems at the Town Hall in order to support the Executive Director and Board of Management.
18. Assists staff in the maintenance of a current inventory of furniture and equipment.
19. Assists in the training of caretakers and cleaners.
20. Assists in the various property management functions required around the Town Hall.
21. Performs other relevant duties as directed by the Executive Director.

Key Qualifications:

Ability to meet strict confidentiality standards.

Accounting and business administration studies or equivalent experience

Computer skills (word processing, spreadsheet, presentation and accounting software)

Proven customer service skills

Excellent interpersonal skills with the ability to communicate both in oral and written form

Good organizational skills including the ability to prioritize and meet deadlines

Ability to work independently and in a team environment

Results orientation

Swansea Town Hall

Job Description

POSITION: Administrative Assistant

PRIMARY FUNCTION:

To act as a generalist and to support all facets of the organization. To provide office, financial and clerical support to the Executive Director and other community centre staff. To enhance organizational effectiveness by providing information and administrative support.

ACCOUNTABILITY: The Administrative Assistant is accountable to the Executive Director.

RESPONSIBILITIES:

1. Serves visitors by greeting, welcoming and directing them.
2. Helps collect and provides detailed information on accounts as directed.
3. Helps to maintain the financial records of the Centre.
4. Helps compile the financial accounts for the yearly audit and provides information required by the audit procedure.
5. Acts as backup to compile and maintain payroll, pension, and benefit records for each employee and submits required documentation to relevant parties.
6. Assists in administering rental use and bookings of the building according to policy.
7. Serves as a member of the Swansea Town Hall team. This involves participating in areas of marketing, special events, financial management, the administration of space, public relations and communications systems.
8. Provides the administration, secretarial and clerical services to the Centre.
9. Able to act as a backup to caretakers when off on vacation or otherwise absent.
10. Performs other relevant duties as directed by the Executive Director.

Key Qualifications:

Proven customer service skills

Excellent interpersonal skills with the ability to communicate both in oral and written form

Good organizational skills including the ability to prioritize and meet deadlines

Accounting and business administration studies or equivalent experience

Computer skills (word processing, spreadsheet and accounting software)

Ability to work independently and in a team environment

SWANSEA TOWN HALL

Community Centre

Board of Management

Job Description

Position: Caretaker /Customer Service Representative (CSR)

1. Purpose of Position - Reporting to the Executive Director, the Caretaker /(CSR) provides the full range of exterior and interior building maintenance along with the full range of support to the user and tenant activities that take place within the building.

2. Major Responsibilities

dealing with clients

- Providing a responsible presence in the building for tenants, users, and the general public.
- Scheduling , contract preparation, invoicing and collecting fees and rental money from clients.

setting up the rooms for meetings and events

- Confirming facilities requirements with users and ensuring that these needs are met, i.e. that tables, chairs, flip charts, etc., are made available as requested in the application for use of space.

keeping the place secure

- Opening up and closing up the building as required by usual operating hours or special needs and maintaining internal security through locks, keys, and security devices and strategies.

working with the executive director

- providing information and input towards the various policies and procedures of the Town Hall
- work on various reports and projects as assigned

keeping the place operational

- Either by direct action or by supervising professional suppliers, ensuring that the building mechanical and electrical systems are operating adequately, including security systems, fire safety systems, plumbing, locks, air conditioning, heating, audio visual equipment, tools, and furniture.

keeping the place clean

- Either by direct action when cleaning staff are not present or by advising the cleaner, ensuring that janitorial requirements are satisfied.

other duties as assigned

3. Knowledge

working safely

- knowledge of personal and public safety systems and practices

working in a fish bowl

- knowledge and experience with customer service, caretaking and maintenance in a community context - e.g. church, community centre, recreation centre, public attraction, etc.

keeping stuff secure

- knowledge and experience with building security systems and procedures and internal security

how to use a computer

- familiarity with computers and the ability to write letters and input information into various software

how to fix things

- top handyman/woman level of knowledge of and experience with materials, plumbing, wiring, paints, adhesives, tools, furniture, lighting, electrical and mechanical systems and appliances, etc.

where to get stuff

- solid familiarity with the broad range of specialty suppliers for the various building needs.

4. Judgment

safety

- good sense of safety procedures and safe ways of working.

keeping a cool head

- a mature sense of priority setting and of keeping the other staff, the Board and the clientele comfortable and confident

when to ask for help

- ability to judge when a job requires a professional or licensed repair or maintenance person.
- ability to ask for help when circumstances require it.

how to get good value (it cheap)

- an efficient and effective sense of how long to shop, how much to scrimp and when to spend an extra loonie.

5. Accountability

to the Executive Director

- the caretaker is accountable to the Executive Director (for day-to-day supervision).

although the caretaker / CSR is not accountable to the following , he/she must be aware of the following stake holders of the Swansea Town Hall

to the Board of Management

- As the ultimate responsibility for the Town Hall rests with the volunteer, citizen Board of Management, all staff must be cognizant of and sensitive to the needs and interests of the Board members.

to City of Toronto officials

- various City officials, particularly those in the Property Department, have a stake in the operation and maintenance of the Town Hall and the caretaker needs to be aware of these interests at all times.

to users

- the caretaker is responsible for insuring that the Town Hall fulfills important aspects of its contractual obligations to various categories of clients.

SWANSEA TOWN HALL

Community Centre

Board of Management

Job Description

Position: Cleaner

1. Purpose of Position - Reporting to the Executive Director, and in close cooperation with the regular Caretakers, the cleaner provides the basic cleaning and janitorial services to support to the user and tenant activities that take place within the building.

2. Major Responsibilities

keeping the place clean

- Daily cleaning, with special emphasis on the needs of the Public Health Dental Clinic and public washrooms.
- Floor maintenance as required.
- Cleaning of SASA offices and activity rooms as required.
- Daily cleaning of front and rear entrances, inside and outside.
- Periodic cleaning of all surfaces that collect dust and fingerprints.
- After special events as required.

other duties as assigned

3. Knowledge

how to clean things

- professional janitorial level of knowledge of and experience with cleaning and maintenance materials, paints, adhesives, tools, furniture, lighting, electrical and mechanical systems and appliances, etc.

working safely

- knowledge of personal and public safety systems and practices.

where to get stuff

- familiarity with the location in the building of the materials and supplies to meet various building needs.

4. Judgment

safety

- good sense of safety procedures and safe ways of working.

when to ask for help

- ability to judge when a job requires help from regular Caretakers or Executive Director.

keeping a cool head

- a mature sense of priority setting and of keeping the other staff, the Board and the clientele comfortable and confident

5. Accountability

to the Board of Management

- as the ultimate responsibility for the Town Hall rests with the volunteer, citizen Board of Management, all staff must be cognizant of and sensitive to the needs and interests of the Board members.

to the Executive Director

- the cleaner is accountable to the Executive Director for day-to-day supervision.

to the Caretakers

- the cleaner is responsible for insuring that the Town Hall fulfills the sanitary and cleanliness objectives established by the Executive Director and the Caretakers.