



IDENTIFICATION

Department	Position Title	
Industry, Tourism and Investment	Waterfront Supervisor	
Position Number	Community	Division/Region
63-15266	Yellowknife	North Slave Region

PURPOSE OF THE POSITION

The Waterfront Supervisor is responsible for managing the coordination, delivery, reporting and practical assessment of the water safety program that encourages and enhances park visitor enjoyment while ensuring the safe use of the parks' waterfront environment.

SCOPE

The vision of the Department of Industry, Tourism and Investment is to be recognized as being a client focused organization contributing to a vibrant, diverse and sustainable economy for the Northwest Territories (NWT). The mandate of the department is to provide quality programs and services in partnership with other partners and stakeholders to promote and support NWT economic prosperity and community self-reliance.

Tourism is the largest of the renewable-based industries in the NWT, providing significant employment and business development opportunities for NWT residents. The parks system is a key element of the tourism sector and it is critical to ensure that visitors have positive, safe and secure experiences while ensuring the integrity of parks facilities and maintaining the natural environment.

The Waterfront Supervisor is a seasonal position located in Yellowknife, reporting to the Manager, Parks Facilities and Operations of the North Slave Region. There are 12 Territorial Parks within the region, including three of the largest and busiest campgrounds and nine day-use areas. Park visitation in the region typically accounts for 50 percent or more of the overall parks in the NWT use on an annual basis. Each park has waterfront access for visitors, and various amenities in each park, including boat launches, beaches and a marina.

Fred Henne Territorial Park, the highest usage territorial park, is located adjacent to the capital city of Yellowknife on a major highway. It can accommodate up to 1,200 users a day during the parks season. The balance of parks and day-use areas are on the Ingraham Trail within 60 kilometers east of Yellowknife. Residents of Yellowknife, tourists from other regions of the NWT, from other regions of Canada and the world use the parks and day-use areas on a regular basis. Parks are critical sectorial infrastructure which serves as both products and services to the visiting tourist.

The Waterfront Supervisor is responsible for the delivery of the North Slave Regional Office's water safety program primarily at Fred Henne Territorial Park, and secondarily at the other territorial parks within the region. The water safety program is delivered and assessed by the Waterfront Supervisor in coordination with the Alberta and Northwest Territories Branch of the Lifesaving Society. The position plans, coordinates and implements instructional and recreational aquatic programs in North Slave Territorial Parks, such as WaterSmart and Life Jacket Loaner Stations. Program delivery requires the ability to supervise front line staff, and maintain safe waterfront facility access for visitors to enjoy a positive and safe experience.

The Waterfront Supervisor provides program reporting, and develops park-specific training procedures manuals and updates. The Supervisor also provides written recommendations to the Manager for changes to the programs and/or delivery methods, based on observations and data from each season's operations.

The Waterfront Supervisor hires and supervises the casual beach attendants each parks season. The Waterfront Supervisor is responsible for ensuring the Beach attendants have completed the required water safety program training, first aid, water rescue and client service training prior to the program operating each season. The beach attendants work as shift workers on a 7-4, 7-3 schedule coordinated by the Waterfront Supervisor to ensure adequate coverage for the safety of the parks' waterfronts.

The Waterfront Supervisor also performs beach attendant duties at peak times and as required to monitor the beach, beach facilities and playground to ensure a safe, clean environment for persons using the facilities. The Waterfront Supervisor acts as an on-site resource for water safety education and beach safety compliance. In the event of an emergency the Waterfront Supervisor is a first responder responsible for conducting water rescue, advanced first aid, and securing the scene until the arrival of relevant professional responders.

RESPONSIBILITIES

- 1. Manages the coordination, operations, reporting and monitoring of the region's water safety program**
 - Works with internal and external partners develop and implement water safe practices and procedures, including emergency response procedures and protocols.
 - Coordinates the acquisition of instructional training materials and public communications, including signage, print and audio advertisements and minister's messages.

- Reviews and suggests revisions to the program based on understanding of financial and risk awareness considerations.
 - Makes recommendations for regulatory changes to improve waterfront safety within the territorial parks.
 - Participates in the development of water safety activity plans and advises on waterfront improvements.
 - Maintains files and statistics on waterfront use, services, safety issues and emergencies, and prepares regular program reports for management.
- 2. Administers the supervisory and administrative functions of the water safety program to provide effective and efficient services within budgeted frameworks**
- Supervises the unit including participating in casual staffing, direction setting, training, and performance evaluations.
 - Administers a seasonal budget for the unit and provides estimates of budget requirements to the Manager.
 - Coordinates work schedules based on territorial and federal legislation ensuring that there is adequate coverage for waterfront programming at all times.
 - Develops objectives and performance indicators including individual staff goals, ensuring they are complimentary to regional and departmental goals and objectives.
 - Train waterfront and program/unit staff in their waterfront responsibilities and ensures they are meeting their responsibilities.
 - Provide day-to-day feedback and guidance to staff based on regular observations while maintaining staff morale.
 - Maintains files and records for programs delivered.
- 3. Supervises and participates in all the water safety activities in the region's water front**
- Responsible for applying any federal, territorial or municipal statues relating to the waterfront and beach area and ensures all policies and rules are being observed by beach patrons and staff.
 - In the event of an emergency situation, will respond according to the policies, procedures and training.
 - Is the first point of contact for any incidents of patrons resisting or being non-compliant with waterfront rules and applicable statues.
 - Identifies if an enforcement incident is escalating and calls for assistance from appropriate enforcement authorities.
 - Participates in investigations when required.
 - Supervise beach attendants to ensure they provide water safety program delivery; including delivery of the Life jacket loaner, Water Smart, Swim to Survive, Water Safety and Arms Reach programs.
 - Conducts daily inspections of equipment for safety, cleanliness and replacement.
 - Ensures emergency supplies and equipment are organized, secured and sufficient.
 - Provides direct leadership during waterfront activities to staff and the public;
 - Encourages and motivates beach patrons to participate in lessons and activities that are creative and age appropriate.

- Provide ongoing training and staff development for beach attendants, including drills, skills refreshers and enrichment training.
 - Provides leadership and directions to the Beach Attendant team.
- 4. Provides initial emergency medical response and assistance on scene as applicable**
- Responds to emergencies or potential emergencies in a calm, professional and appropriate manner within the policies and guidelines of beach and the scope of professional training.
 - Assesses the scene and triages clients to determine the appropriate course of action to ensure safe delivery of emergency medical treatment.
 - Provides any necessary emergency treatment within the incumbent's scope of practice.
 - Performs advanced First Aid and/or CPR and water rescue.
 - Applies, as required, immobilizing equipment such as cervical collars, spine boards, splints in preparation for patient transport.
 - Directly monitors patient and provides emergency medical care as required such as airway management, injury stabilization, and administers AEDs.
 - Gathers and documents pertinent patient information including personal data, event causes, medical history, contact information, vital signs, methods of care rendered and directly communicates findings to receiving health care professionals.
 - Responds to emergencies or potential emergencies in a calm, professional and appropriate manner within the policies and guidelines of beach and the scope of professional training.
- 5. Performs minor maintenance of parks facilities and equipment.**

WORKING CONDITIONS

Physical Demands

The position works in a normal office environment approximately 60% of the time. When actively supervising at the beach, the incumbent is required to walk and stand outside on a beach environment for long periods of time with occasional short periods of rest are the norm. The position is required to move heavy objects and people for varying periods of duration.

Environmental Conditions

The position works in a normal office environment approximately 60% of the time. During beach times, the job holder will have exposure to a variety of weather conditions and may experience encounters with various wildlife.

Sensory Demands

The position works in a normal office environment approximately 60% of the time.

During beach times, prolonged use of senses to simultaneously listen and observe staff and patrons in a busy waterfront environment is required.

Mental Demands

The position works in a normal office environment approximately 60% of the time. During beach times, the supervisor may be required to deal with an incident or emergency occurring on the beach or waterfront area. There may also be occasional instances where patrons do not wish to comply with beach rules.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of parks administration and enforcement policies and processes.
- Knowledge of parks-related facilities operations, maintenance and programming.
- Knowledge of parks legislation and regulations such as the *NWT's Tourism Act, Territorial Parks Act* and Regulations.
- Ability to supervise operational staff
- Ability to administer the program budget as directed by the manager
- Proven communications skills, both verbal and written, with highly developed interpersonal and client service skills
- Ability to anticipate, observe, identify, clarify and assess issues and situations quickly and take appropriate action
- Ability to diplomatically enforce rules where required.
- Ability to physically complete the requirements of a first responder, including lift heavy objects, bend and kneel, remaining standing and observing over long periods of time.
- Ability to organize and prioritize work, managing competing demands and tight deadlines.
- Knowledge and experience of computer software including word processing, spreadsheet, database, bookkeeping and communications applications.
- Ability to work in a team environment and without direct supervision.
- Ability to work in a cross-cultural environment.

Typically, the above qualifications would be attained by:

- Position requires completion of Grade 12, a recognized lifesaving certificate such as Bronze Cross, and a minimum of two seasons of experience working in an aquatic environment in an enforcement or compliance role.
- Supervisory or team lead role experience will be considered an asset.
- Additional relevant safety designations or certifications would be considered an asset.
- Equivalencies will be considered.

ADDITIONAL REQUIREMENTS

- Standard First Aid and CPR.
- Must possess a valid Class 5 Driver's Licence.

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) Intermediate (I) Advanced (A)
 - READING COMPREHENSION:
 - Basic (B) Intermediate (I) Advanced (A)
 - WRITING SKILLS:
 - Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: To choose a language, click here.

- Required
- Preferred