



Recreation Services Manager Job Description

The mission of the Max Higbee Center is to provide community-based recreation programs for youth and adults with developmental disabilities. Our enriching activities promote social, physical, emotional, and cognitive growth and development of our members. By engaging in MHC programs and activities, our members also achieve greater independence in their lives and increased involvement in the community.

In collaboration with the Program Director, the Recreation Services Manager is responsible for leading individualized recreation services that pair 1 staff member with a Max Higbee Center member to support and empower individuals to explore and achieve individualized recreation and social goals and interests in the community. This person will provide these services and supervise a team of Recreation Service Leaders in delivering services. This position also performs planning and administrative functions such as program calendar creation, outreach to community partners, staff supervision and support, completing reports, facilitating meetings, and other tasks as needed.

Reports To: Program Director

Expected Hours: Average of 35 hours per week. Schedule is flexible.

Compensation: This is a manager level position with pay of \$16 - 19 per hour. Paid time off is provided per Max Higbee Center's PTO Policy.

Essential Job Functions include, but are not limited to:

Provide Direct Services and Support in Group Programs

- Directly provide one-on-one community-based, goal-oriented recreation services to MHC members. Support and empower members to explore interests and hobbies, set individualized goals, and make progress towards achieving goals.
- Work with the Program Director to provide new member orientation to onboard new members.
- Provide support in group programs to promote collaboration, cohesion, support and continuity between Max Higbee Center's programs and services teams. Identify potential Recreation Program Leaders who would be a good fit as Recreation Service Leaders as well as members who may benefit from one-on-one services.

Provide Administrative Support to Develop and Deliver Services

- Work with the Program Director to develop and support the administration of services including reporting, documentation, systems and procedures, and service delivery tools.
- Work with the Program Director to develop staff schedules.
- Review timesheets for Service Leaders.
- Make purchases required for services or for general function of the organization.
- Act as the point of contact for communication with case managers and families. Work with case managers and families to create service plans and for ongoing support. Ensure timely communication to Service Staff.

Max Higbee Center

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www.maxhigbeecenter.org

- Attend DSHS annual assessments on behalf of Max Higbee Center as requested by families/members/case managers.
- Understand all contract requirements and ensure compliance during service delivery.
- Develop or identify professional development opportunities and resources to support growth and team members.
- Build new relationships and maintain existing relationships with community partners, WWU's Therapeutic Recreation Program being a key partnership currently for services.
- Work with the Program Director and Executive Director to open a new contract with the Department of Social and Health Services and make plans to provide Specialized Habilitation services. Identify and pursue additional service contracts with DSHS as they align with MHC's mission and qualifications.
- Attend weekly leadership meetings and all staff meetings.
- Serve on committees and tasks forces as desired and/or requested
- Learn and effectively use DSHS's online billing system.

Lead and Supervise Service Staff:

- Train, support, and supervise Recreation Service Leaders in their roles and responsibilities to effectively provide goal-oriented services.
- Scheduling weekly 1-on-1 meetings with Services Leader Staff to connect, problem solve, and provide support and guidance in service delivery.
- Schedule and facilitate regular Service Team Meetings for collaboration.
- Monitor performance of Service Staff to ensure staff follow MHC policies and contract requirements. Provide informal and formal feedback on a regular basis, including facilitation of evaluations.

Required Qualifications:

- Excellent interpersonal and communication skills
- Self-directed and self-motivated, including the ability to take initiative
- Strong time management skills, including being punctual and reliable
- Strong leadership skills and ability to work with minimal supervision
- Ability to accurately complete and maintain records and reports
- Ability to maintain confidentiality of staff, volunteers, and participants
- Willingness to grow with feedback, professional development opportunities and constructive criticism
- Superb attention to detail and ability to meet tight deadlines for activity planning and events
- Ability to multitask and work in dynamic, person-centered environment
- Proficient computer skills, including prompt email responses, and familiarity with Microsoft Office and Google Suite programs
- Must be a creative problem solver to find individualized solutions that meet members' needs, goals, and preferences.
- Must be able to carry a heavy (10 lb+) backpack during your shift and cover up to 5 miles in a shift
- Must be able to provide mobility assists to support members on outings, including people who use wheelchairs and walkers

- Must be able to pass an annual background check
- Must show or obtain CPR and First Aid certification within three months of hire
- Must be able to work in-person at our Bellingham, WA location

Desired Qualifications

- Bachelor's degree OR relevant experience/education
- Extensive experience and a solid track record of providing goal-based, one-on-one services to individuals in community settings
- Degree and/or certification in Therapeutic Recreation is strongly preferred. Max Higbee Center can provide a stipend for continued education or certification in Therapeutic Recreation
- Previous nonprofit experience
- Previous experience in program leadership and development
- Experience working with people with developmental disabilities
- Proficient with Zoom meeting management
- 2-year verbal commitment

Accommodation

If you are applying for a job or internship at Max Higbee Center and have a disability and need accommodation for the application process or job duties, please contact the MHC Program Director at (360) 398-6669.

Nondiscrimination/Equal Opportunity

Max Higbee Center does not discriminate against any person on the basis of race, color, national origin, religion, disability, sex, sexual orientation, gender expression and/or identity, genetic information, or age in admission, treatment, or participation in its programs, services and activities, or in employment. All Inquiries regarding compliance with access, equal opportunity and/or grievance procedures should be directed to the Program Director at (360) 398-6669.

To Apply:

Submit the following materials to admin@maxhigbeecenter.org

- Cover letter indicating your qualifications and experience
- Resume
- References (at least 2 professional references)