

APPLYING FOR JOBS IN **COMMUNITY RECREATION**



**Everything youth need to know about
the application and hiring process**

Parks, Forestry and Recreation (PFR) is a significant employer of youth in Toronto. The City of Toronto provides opportunities for youth in sports, recreation, arts, parks and so much more!

The intent of this employment resource is to provide youth with:

- An understanding of key qualifications
- Links and resources for job postings and volunteer opportunities
- Information on how to apply for PFR jobs
- Examples of cover letters and resumes
- Interview techniques.

Why work for PFR?

- Some positions hire at 14 years of age
- Most positions pay higher than minimum wage
- Hours of work are flexible (after school and weekends)
- Credibility of working for Canada's largest municipality
- PFR is a unionized environment.

The second instalment of this employment resource guide "YOWOLOGY" was created by a team of City of Toronto Parks, Forestry and Recreation Youth Outreach Workers (YOWs).

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What Qualifications do I Need?

The qualifications and certifications required to work for Parks, Forestry and Recreation (PFR) vary depending on the job. Review the following list for each program and job title and its mandatory qualifications. Ensure you list the qualifications you have on your resume and bring a copy to your interview. All positions require a first aid and CPR certification. Review the list below for specific requirements.

Following the mandatory qualifications, is a list of training that can enhance your application.

Aquatics

Lifeguard

- Current National Lifeguard (NL) certification
- Current Standard First Aid and CPR-C certifications

Swim Instructor

- Current Lifesaving Society (LSS) Swim Instructor and Lifesaving Instructor certifications
- Current National Lifeguard (NL) certification
- Current Standard First Aid and CPR-C certifications

Wading Pool Attendant

- Current Wading Pool Attendant or Bronze Cross certification, and Standard First Aid and CPR-C certifications

Children's Programming/Camps

- Current Emergency First Aid and CPR-A certification

Sports/Coaching

- Current Emergency First Aid and CPR-A certification

Trainings that can enhance your application

- HIGH FIVE Principles of Healthy Child Development Certificate

- Play It Fair
- Food Handling
- Driver's Licence
- Fitness Certification
- Propane Handling

Please check online for more detailed job qualifications.

Training Resources

First Aid

Lifesaving Society	<i>lifesavingsociety.com</i>	416-490-8844
Toronto Paramedic Services	<i>torontoparamedicservices.ca</i>	416-392-9833
St. John Ambulance	<i>sja.ca</i>	416-967-4244
Red Cross	<i>redcross.ca</i>	416-480-2500
Lifesaver 101	<i>lifesaver101.com</i>	416-538-5900

Additional Information

Toronto Aquatic Leadership

toronto.ca/parks/prd/swimming/reg/aquatic

Toronto Sport Leadership Program

torontosportleadershipprogram.com

Coaches Association of Ontario

coachesontario.ca/

HIGH FIVE Principles of Healthy Child Development

highfive.org

Links to Job Opportunities

Recreation Jobs

toronto.ca/recjobs (includes jobs such as lifeguards, sports instructors, camp counsellors etc.)

Click “Application Process”

If you require assistance, directions are listed online.

Other City of Toronto Opportunities

toronto.ca/jobs (includes jobs such as security guards, administrative assistants, gardeners etc.)

Toronto Employment and Social Services Partnership to Advance Youth Employment

toronto.ca/paye (includes private sector job opportunities in a range of areas for Toronto youth)

Community Job Postings

YES (Youth Employment Services)	yes.on.ca
Charity Village	charityvillage.com
BrainHunter	brainhunter.ca
YMCA	ymcagta.org
YWCA	ywcatoronto.org
Boys and Girls Club	bgccan.com
Woodgreen Community Centre	woodgreen.org
Tropicana Community Services	tropicanacommunity.org
Youth Connect	youthconnect.ca

Links to Volunteer Opportunities

Volunteering is a great way to build skills and prepare for job opportunities. Here is a list of a few places you can volunteer:

City Youth Outreach Workers and Youth Recreation Programmers	See listing on page 20–23
Toronto Youth Cabinet	<i>thetyc.ca</i>
City Special Events	<i>toronto.ca/events</i>
Duke of Edinburgh	<i>dukeofed.org</i>
Charity Village	<i>charityvillage.com</i>
YMCA	<i>ymcagta.org/en/volunteer</i>
Big Brother, Big Sister	<i>bbbst.com</i>
Volunteer Toronto	<i>volunteertoronto.ca</i>
Red Cross Youth	<i>redcross.ca/volunteer</i>
Youth Assisting Youth	<i>yay.org</i>
Young Life	<i>younglife.ca</i>

Key Words and Understanding a Job Call

Key words are used to demonstrate your suitability for a job. They help to enhance your cover letter and resume and should always be taken from the job call or description. Using key words helps tailor your resume to make sure it fits what the company is looking for.



Important Do not register or apply to job opportunities if you are a returning recreation staff, instead please complete an online

[Job Seeker Home](#) > [Show Job Details](#)

Use the job title listed in the posting for your cover letter.

Pull some key words from the responsibilities of the job you are looking at. For example: plans, leads, organizes, oversees program participants, problem solving, maintains safety, performs administrative tasks, interacts with participants and parents, understands City policies and procedures, etc.

District: Swim Instructor: Aquatics: 007

2212626
Canada-Ontario-Toronto
Recreation Aquatics
Part-time, Part-Time
\$16.45 - \$16.45 / Hour
10
TBD
10-Feb-2016
30-Apr-2016
N/A
English

uation, and supervision of the participants, accident prevention, rescue skills, public education and educational swimming lessons.
is in place and operational and that the equipment is stored away after use.
d training sessions.
es safety/rescue equipment.
Regulations and all relevant legislation and
including report cards and worksheets.
including but not restricted to: change room

Make sure you meet all the qualifications for the position you are applying for.

- Current ESSC Swim & ESSC Lifesaving Instructor Awards (including Toronto Program)
- Current NLS.
- Must attend and successfully complete related mandatory and in-service training sessions
- Must produce original current Standard First Aid and Cardio-Pulmonary Resuscitation

Important: Do not register or apply to job opportunities if you are a returning recreation staff, instead please complete an [online](#)

Cover Letter Example and Tips

Make sure all information is accurate and up-to-date and a professional email address is listed.

YOUR NAME

14 STREET ROAD • TORONTO, ONTARIO, Y1Y 1Y1 •
123 456 7890 • yourname@something.com

January 20, 2015

Dear Human Resources,

Add the name of the position you are applying for and change it for each application.

Please accept my enthusiastic application for the position of
Wading Pool Attendant/Camp Leader.

My working, communication skills and volunteer experiences have provided me with the necessary tools required when dealing with the public. I possess excellent interpersonal skills, completely comprehend the importance of customer service and have taken on progressively higher levels of responsibility with flawless execution. I am fully aware and understand the benefits of being a team oriented individual and am capable of working in a fast paced multi-tasked environment. I am confident that these skills alongside my willingness to learn will enable me to become an ongoing asset to your organization.

Please refer to my attached resume for more details about my background.

I would appreciate hearing from you to further discuss my qualifications regarding a position.

Sincerely,

Your Name

Keep cover letter focused on the job posting and highlight your experience and skill set.

Resume Example and Tips

YOUR NAME

14 STREET ROAD • TORONTO, ONTARIO, Y1Y 1Y1 •
123 456 7890 • yourname@something.com

HIGHLIGHTS OF QUALIFICATIONS

- CPR & First Aid Qualified
- ProAction Cops for Kids
- Valedictorian of Parkside M
- Physically fit, honest, punct
- Exceptional team player tha
- initiative and perform with m
- Demonstrated ability to wor

The online version of your resume needs to be very simple. Bullets and graphics do not show up in the final version of the online resume.

WORK EXPERIENCE

TORONTO CENTRE ISLAND, Summer 2014

Stock Person

- Helped unload delivery trucks
- Maintained stock count to ensure everything was fully stocked

TORONTO CENTRE ISLAND, Summer 2013

Food Services

- Did cash handling for the different food booths on the island
- In charge of food preparation for customers
- Made sure customers were served in a timely manner

VOLUNTEER EXPERIENCE

SECOND COMMUNITY CE

Homework club and sports

- Worked with staff to ensure
- between 6 and 12 years of a
- Helped tutor younger stude
- community events and field

Keep in mind the size and type of font you use. Remember to spell and grammar check your documents and always have someone proofread them to catch errors the computer may have missed.

Resources to Help you Prepare for your Interview

There are resources across the city that can assist you with getting ready for an interview. For assistance in your area, call 211.

Clothing for your Interview

Value Village, all districts	<i>valuevillage.com</i>
Salvation Army, all districts	<i>salvationarmy.ca</i>
Toronto Employment and Social Services	<i>toronto.ca/tess</i>

Transportation (TTC tickets) to get you to your Interview

Woodgreen Employment Services, East/South Districts	<i>woodgreen.org</i>
Toronto Employment and Social Services	<i>toronto.ca/tess</i>
Youth Employment Services	<i>yes.on.ca</i>
JobStart	<i>jobstart-cawl.org</i>
TDSB/TCDSB	See guidance department
City of Toronto YOWs	See listing on page 20–23

How to Make a Program Plan

Creating a program plan may be a part of the interview process for a position with Community Recreation. A program plan is a list of activities scheduled for a specific class, program or camp day. A program plan is an important tool to use while working for PFR; a sample is provided here.

STAFF: George Boss

9:00 - 9:30	<i>Structured Fr Announceme</i>
9:30 - 10:30	Making time c
<i>Transition</i>	<i>Activity</i>
10:30 - 10:45	<i>Snack. Break</i>
10:45 - 12:00	Shark Attack Volcanos & C Atom
<i>Transition</i>	<i>Activity</i>
12:00 - 1:00	<i>Supervised L Activities</i>
1:00 - 2:00	Yummy Fruit
<i>Transition</i>	<i>Activity</i>
2:00 - 2:15	<i>Snack. Break</i>
2:15 - 3:30	Giants, Wizar Elves Ten (10) Splat Knee Catch
<i>Transition</i>	<i>Activity</i>
3:30 - 4:00	<i>Structured Fr Announceme Dismissal</i>

LY PROGRAM PLANNING SHEET

AGE GROUP: 8-9

Date: Monday, August 7

PLANNED	AREA	EQUIPMENT	Be sure to include 4 of the following daily: -Arts & Crafts -Active Sports -Science -Cooking -Music -Drama -Quiet Games -Cooperative Games -Special Events -Other Did you Remember The 5 Principles of Healthy Child Development? *Play *Participation *Mastery *Friends *Caring Adult Do your activities promote Play it Fair's 7 Core Positive Values? *Respect *Inclusion *Acceptance *Cooperation *Responsibility *Fairness *Respect for diversity
Freeplay & Arts	Homeroom		
Capsules	Tiny Tots room	12 small boxes, glue, sequins, markers, paint, newspaper, feathers, foams	
Free time	Homeroom		
Craters	Gym	Hoola hoops (10) balls (4)	
Lunch &	Homeroom		
Kebabs	Kitchen	apples, pears, grapes, oranges, kebab sticks, bananas	
Free time	Homeroom		
Arts &	Multipurpose Room	List of things used for Pictionary	
Freeplay & Arts	Homeroom		

Interview DOs and DON'Ts

Do

- Dress appropriately
- Use appropriate language
- Smile
- Make eye contact
- Research the job and company
- Understand/know the position responsibilities
- Arrive early
- Turn off media/cell phones
- Bring copies of resume
- Bring copies of relevant qualifications
- Bring copies of your professional references (name, title, company and contact information)
- Practise sample questions beforehand
- Practise good hygiene
- Shake hands with interviewer(s)
- Demonstrate a good attitude
- Be confident
- Give complete answers and provide examples
- Give step-by-step answers (no step should be taken for granted)
- If you are not sure of a question, ask the interviewer(s) for clarification
- Showcase your personality
- Know where you are going, how you are getting there and how long it takes to get there (Google Maps/MapQuest)
- Remember to follow up and thank interviewer(s) for their time

Don't

- Wear clothes that are revealing or have wrinkles, logos, rips/tears, stains
- Use slang words
- Chew gum
- Show up late
- Answer questions as if the interviewer knows you even if you have met before. Remember to sell yourself!
- Wear scents (perfume, cologne, body sprays, etc.)

Look Professional in your Interview

Here are some examples of ways to dress and practise proper posture during your interview.

DO



DON'T



A Quick Checklist for the Hiring Process

Follow this list to ensure you complete all the steps required for applying and being successful in a PFR job competition.

The Application

- Create a professional cover letter and resume that lists any relevant qualifications
- Submit application with cover letter and resume online

The Interview

- Review the job posting prior to the interview
- Look at the key qualifications required for the job and think about how they relate to your own personal experiences
- Be ready to speak about your relevant qualifications and bring your resume to the interview
- Map out your route and arrive early
- Bring a minimum of two references

Once you're Hired

You will need to provide the following to the full-time staff member hiring you:

- Relevant certifications for the job (e.g. first aid). Bring the original certifications and photocopies when you meet with your supervisor to sign your paperwork.
- Social Insurance Number (SIN) Card and photo identification
- If you do not have a SIN, please visit servicecanada.gc.ca/eng/sc/sin
- One of the following: driver's licence, new health card, or passport
- Banking information to set up direct deposit for your pay
- Void check (branch transit number, account number)

Police Reference Check—You will be given a form to fill out and return to your supervisor.

Congratulations! You have been Hired!

If you have succeeded in the interview process, it is important to keep in mind the following tips to ensure success in your position:

- Be punctual
- Be respectful
- Be presentable at all times
- Wear your uniform
- Remain professional (know the difference between being off duty with your friends and remaining professional when your friends are in your workplace)
- Use proper communication
- Fill out your forms on time for the Scheduling Project to ensure you have your shifts for future seasons
- Read the Part-Time Recreation Workers' Handbook
- Keep up-to-date on trainings, policies and procedures
- Attend staff meetings and trainings
- Work your scheduled shifts. Missing too many shifts could result in losing that shift in the future.

City of Toronto Resources for Youth

311

toronto.ca/311

311 is a phone number that you can use to get information about City of Toronto services or programs, or make a request for service. Callers can get information about everything from Toronto Public Library hours, to reporting a missed garbage pick-up, to finding the closest flu clinic.

211

211.ca

211 is a phone number providing free, confidential, multilingual access to information about the full range of community, social, health and related government services. 211 calls are answered by certified information specialists, who assess each caller's needs and link them to the best available services and programs, 24 hours a day, seven days a week.

Youth Outreach Workers (YOWs) are located across the Toronto in a number of community centres.

YOWs can help with:

- Recreation participation
- Employment readiness and leadership opportunities
- Referrals to other youth services
- One-on-one guidance
- Engaging youth in “for youth by youth” advisory councils and more.

Youth Recreation Programmers (YRPs) are responsible for overseeing and creating the programming for the youth spaces found in a number of the City's community recreation centres and certain community agencies, connecting youth with other relevant services and more!

See pages 20–23 for a listing of Community Recreation Centres with YOWs and YRPs.

Community Recreation Facilities with YOWs and YRPs

WEST	
Chalkfarm CC (Jane St. and Wilson Ave.)	416-395-7802
Elmbank CC (Martin Grove Rd. and Finch Ave. W.)	416-394-8671
Falstaff CC (Jane St. and Wilson Ave.)	416-395-6040
James S. Bell CC (Lake Shore Blvd. W. and Kipling Ave.)	416-394-8975
Kingsview Village CC (Dixon Rd. and Islington Ave.)	416-394-8973
Mount Dennis Community Hall (Eglinton Ave. W. and Weston Rd.)	416-394-2422
North Kipling CC * (Finch Ave. W. and Kipling Ave.)	416-394-8669

* locations with YRPs

NORTH YORK

Antibes CC * (Bathurst Ave. and Finch Ave. W.)	416-395-1210
Dennis Timbrell RC (Eglinton Ave. E. and Don Mills Rd.)	416-395-7935
Driftwood CC (Jane St. and Steeles Ave.)	416-395-6023
Fairbank Memorial Park CC (Dufferin St. and Eglinton Ave. W.)	416-394-2698
Grandravine CRC (Keele St. and Sheppard Ave. W.)	416-395-7884
Jenner Jean-Marie CC (Thorncliffe Pk. Dr. and Overlea Blvd.)	416-396-2874
Lawrence Heights CC (Lawrence Ave. W. and Allen Rd.)	416-395-6097
O'Connor CC (Victoria Park Ave. and Eglinton Ave. E.)	416-395-7963
Oakdale CC (Jane St. and Finch Ave. W.)	416-395-0488
Parkway Forest CC * (Don Mills Rd. and Sheppard Ave. E.)	416-392-6383

* locations with YRPs

SCARBOROUGH

Burrows Hall CC (Markham Rd. and Sheppard Ave. E.)	416-396-4670
Centennial CRC (Ellesmere Rd. and Markham Rd.)	416-396-4065
Don Montgomery CRC * (Eglinton Ave. E. and Midland Ave.)	416-396-4383
East Metro Youth Services * (Markham Rd. and Ellesmere Rd.)	416-438-3697 ext. 272
Heron Park CC * (Lawrence Ave. E. and Morningside Ave.)	416-396-4181
L'Amoreaux CRC (Kennedy Rd. and Finch Ave. E.)	416-396-4525
Malvern CC (Neilson Rd. and Sheppard Ave. E.)	416-396-4395
McGregor CRC (Lawrence Ave. E. and Kennedy Rd.)	416-396-4921
Oakridge CC (Pharmacy Ave. and Danforth Ave.)	416-338-2065
Scarborough Village CC (Markham Rd. and Kingston Rd.)	416-396-5155
Warden Hilltop CC (Warden Ave. and St. Clair Ave. E.)	416-338-2065

* locations with YRPs

TORONTO and EAST YORK

Jimmie Simpson CC (Broadview Ave. and Queen St. E.)	416-392-0751
John Innes CC (Sherbourne St. and Queen St. E.)	416-392-6779
Masaryk-Cowan CC (Dufferin St. and King St. W.)	416-392-6925
Native Child and Family Services – Native Youth Resource Centre * (Bathurst St. and Bloor St. W.)	416-969-8510
Regent Park CC (Gerrard St. and Parliament St.)	416-392-5490
Scadding Court CC (Dundas St. W. and Bathurst St.)	416-392-6989
Secord CC (Main St. and Danforth Ave.)	416-396-2856
Wellesley CC (Bloor St. E. and Sherbourne St.)	416-392-0227

   /TorontoPFR
toronto.ca/pfr

