

Camp Program Manager

The Kids Cancer Care Foundation of Alberta is passionately dedicated to helping young people affected by cancer and their families survive and thrive in body, mind and spirit. With a vision of providing a cure for every child and care for every family, Kids Cancer Care strives to end childhood cancer while easing the pain and suffering of the disease through three essential program areas: 1. Camp and Outreach; 2. Research and Hospital; and 3. Education Support and Scholarships.

At Kids Cancer Care, we consider it an honour and privilege to do the work we do. We get to help deserving children and families and we get to see our community at its finest — volunteering, donating, hosting fundraisers and helping others.

We love our work and we love the children and families we serve. We take our jobs seriously, but we don't take ourselves too seriously. We pride ourselves on having a fun, vibrant and sometimes quirky team that works, laughs, cries, eats, plays and celebrates together.

Kids Cancer Care is a place of belonging and acceptance for children and families affected by cancer. We value diversity and the different perspectives and innovative thinking it brings. We like to surround ourselves with creative, kind, and passionate people and we welcome all qualified persons regardless of differences in physical or mental ability, gender identity or sexual orientation, cultural or religious beliefs, or ethnic origins. We realize that what makes us unique makes us remarkable. We believe in the power of diversity and are dedicated to creating an equitable, diverse, and inclusive environment at all levels of the organization. To learn more about our work, visit us online at kidscancercare.ab.ca

The Position

This is a permanent, full-time position reporting to the Camp Kindle director of operations.

Position Overview

The general function of this position is to manage the overall design and implementation of Kids Cancer Care's mission-based oncology residential camp programs. With the assistance of the program coordinators, the program manager will provide supervision, scheduling and direction to the program staff team.

As a member of the camp management team, the program manager is also responsible for developing and implementing programming for rental groups using Camp Kindle facilities, the ropes courses, initiatives areas and the leadership team building programs. The program manager will ensure the appropriate level of program staff support is in place for group bookings requiring program facilitation.

The program manager will work closely with the food service and maintenance managers to coordinate booking schedules and designate the level of programming and services required for rental group and mission-based programming.

The program manager will be an integral part of the sales, marketing and hosting of the camp and all of services offered at Camp Kindle.

Key Areas of Responsibility

In accordance with the approved Kids Cancer Care policies, the camp program manager will be responsible for the following operations, protocols and services related to camps and outdoor programming at Camp Kindle:

General Duties

- Demonstrate compassion and awareness of the needs of young people and their families affected by cancer;
- Manage all on site groups, coordinating same with camp management team;
- Update database as required with contact notes, changes to camper profiles, generating reports and camper lists;
- Responsible for relevant on-site data management and ensuring that systems are in place and being utilized by camp staff; and
- Represent Kids Cancer Care when speaking to campers, families, donors, stakeholders and the general public.

Administration of Programs – Mission-Based

- Ensure compliance of all operating guidelines for oncology camps including: the Alberta Camping Association Standards and COCA International guidelines.
- Ensure that all camp staff are trained for and understand the needs of children and families affected by cancer and that best practices become the accepted norm for all programs and services delivered at camp;
- Work collaboratively with Kids Cancer Care's family engagement coordinator to coordinate all aspects of camp registrations and confirmations, summarize camper details and present camp reports to team leaders prior to the start of each camp session;
- Together with Kids Cancer Care's family engagement coordinator, maintain camper statistics, complete program evaluations and compile monthly and annual reports;
- Work collaboratively with the nursing coordinator to ensure the implementation of camp medical and nursing protocols;
- Ensure that all programs and events are operating safely and are inclusive of all individuals with varying abilities;
- Coordinate all camp program bookings and work collaboratively with the catering and housekeeping manager to schedule programmed and non-programmed groups using Camp Kindle;
- Manage and oversee all program areas and ensure they are operating according to standards, guidelines and government regulations;
- Ensure all camper waivers are complete;
- Ensure that all camp program materials and equipment are inventoried before and after camp and that they are properly stored and maintained in good working condition;
- Support camp program coordinators to plan and implement programs ensuring that all policies and standards are being met;

- Responsible for ensuring all accreditation is current and up to date and that all standards and guidelines are being followed;
- Attend recreation, child development, program management and other related courses and seminars as part of on-going professional development;
- Develop program budget and work with the camp management team to develop and strategize overall budget; and
- Provide written reports to the director of operations at the completion of each residential camp program.

Administration of Programs – Social Enterprise

- Coordinate all residential camping programs year-round;
- Develop outdoor education and recreation programs for camp rental groups;
- Ensure that all camp program materials and equipment are inventoried before and after camp and are properly stored and maintained in good working condition;
- Establish and maintain working relationships with other camping organizations and related agencies;
- Build infrastructure of systems and protocols in program delivery and client communication to ensure excellent customer service;
- Work closely with the communications and marketing team to ensure that all camp promotion and marketing materials and activities follow organizational branding and standards;
- Establish standards for quality of service and review satisfaction surveys at the conclusion of every guest group; and
- Adjust protocols and service delivery as required to raise standards when required.

Administration of Staff

- Review and revise seasonal job postings annually as required;
- Screen, hire and train all part-time, casual and seasonal program staff;
- Supervise and evaluate all program staff;
- Ensure that all Human Resources policies are followed and that all related paperwork is completed properly;
- Ensure that all staff time sheets and payroll documents are submitted; and
- Ensure that all staff follow protocols and operate within Kids Cancer Care's practices and culture.

Volunteer Development

- Work collaboratively with the volunteer coordinator by assisting in the training, development and management of residential camp volunteers; and
- Participate in the annual review and revision of program policies and volunteer training materials to ensure resource materials are up to date.

Leadership

- Participate as an active member of the camp management team;
- Support the work of the Calgary-based programs of Kids Cancer Care; and
- Effectively articulate the mission, strategic vision and values of the organization to a wide range of internal and external constituents.

Marketing

- Proactively engage in the annual planning and implementation of marketing activities; and
- Actively participate in various other marketing activities year-round.

Education and Certification

- Current Standard First Aid and CPR level B;
- Degree in rehabilitation, outdoor recreation, child life, education, or other relevant experience;
- Challenge Course Practitioner, level 2 is an asset;
- Wilderness First Aid is an asset;
- Lifesaving Society – National Lifeguard (NL) is an asset;
- Pool operators course is an asset; and
- Behavior management training.

Industry Knowledge

- Minimum of five years management experience working with children and youth in the camping field; and
- Knowledgeable in providing innovative programming opportunities for children, teens and their families living with cancer.

Other Requirements

- Ability to live on-site at Camp Kindle;
- Valid driver's license and acceptable driver's abstract, willingness to obtain a class 4 license;
- Must provide a current Level II Criminal Record Check, including vulnerable sector;
- A positive attitude and desire to work collaboratively with the Camp Kindle team;
- Willing to work non-traditional work schedule including evenings and weekends;
- Excellent verbal and written communication skills, basic accounting and proven organizational abilities;
- Mature, flexible, and well-organized with the ability to work well with staff and volunteers and as a member of a multidisciplinary team;
- Self-motivated and results-oriented; and
- Ability to travel.

Closing Date

Preferred placement date is October 1, 2024; however, applications will be accepted until a suitable candidate is found.

Applications

Please send a cover letter and resume to:

Leighana Shockey
Director of Operations, Camp Kindle
shockey@kidscancercare.ab.ca

Note: Please apply only by email to the email address above. We are grateful to everyone who applies, but only candidates selected for an interview will be notified

