

Camper Care Director

Girl Guides of Canada, Ontario Council

Priority hiring for this position is given to the applicant who can complete the full contract.

Requirements of Position (must have, or be willing to obtain, to apply for position):

- Able to be a member of a dynamic staff team delivering a girl-centered, exciting camp program experience to girls. Able to adhere to camp policies which may be limiting and not necessarily reflect your way of living.
- Able to live and work in a residential setting with limited privacy and personal space.
- Able to work long hours with limited down time with a wide variety of individuals from a wide-variety of backgrounds and personalities.
- Able to recognize emotional stressors and implement self-care strategies. Able to discuss emotional and social needs with supervisors.
- Able to participate in all training programs required for this position. Mandatory in-person training will occur within your contracted dates. A few hours of on-line training will be required to be completed prior to the first date of your contract.
- Be available for the full duration of the camp program. You may not attend LEAP as a Patrol Guider
- Provide all required documentation (qualifications & payroll) within the set timeframes identified in letters of offer.

Qualifications (must have, or be willing to obtain, to apply for position):

- Minimum age of 18 years of age however 21 years of age is preferred (for driving camp vehicles and being insured on them).
- Minimum 5 years of experience in children and youth environments preferably obtained through a residential camp program in a senior position.
- Demonstrated ability to work in and lead others in a team atmosphere to ensure that the physical, social and emotional needs of campers are met.
- Full G Ontario Driver's License or equivalent.
- Current throughout employment period:
 - Standard First Aid and CPR Adult, Child and Infant
 - Police Records Check to comply with the requirement of obtaining the equivalent of membership in Girl Guides of Canada. If hired, Girl Guides of Canada, Ontario Council will cover the cost to complete a PRC through our process only and we will provide further instruction once hired
- Knowledge of the Girl Guides of Canada program is an asset.

Reports to: Camp Director

Supervises:

Overnight Camps: All Coordinators including those who focus on Wellness, Leadership, Mom and Me, and Sparks, Brownies, Guides & Pathfinders and Base Staff

Accommodation:

Overnight Camp: Live in staff accommodation but will be assigned to stay on a site (building or tent) to help cover ratio or support staff.

Responsibilities (training on these "responsibilities" will occur before you begin your role):

Section One: General

- Actively participate as a senior staff member of the camp team in the implementation of the overall camp program. This includes activities, meals, hygiene, health and safety. Be visible to the camp community during transition times, full camp activities and ceremonies
- Once trained, apply the appropriate organizational and governmental requirements for the implementation of responsibilities. This includes but is not limited to:
 - Girl Guides of Canada "Safe Guide"(Risk Management Document)
 - Girl Guides of Canada program for all ages
 - Girl Guides of Canada, Ontario Council Terms of Engagement/Contract
 - Ontario Camps Association Standards
 - Municipal and provincial regulations as they apply to residential camp program options
 - Specific summer camp program opportunities as advertised on Girl Guides of Canada, Ontario Council website
- Be an effective role model to campers and colleagues. This includes but is not limited to:
 - Living the vision, mission and values of Girl Guides of Canada
 - Respectful treatment of all campers/staff
 - Compliance with all rules/regulations
 - Appropriate communication and interactions prior to, during and after camp
 - Maintaining a clean & safe work/living environment and general behaviour throughout the employment period
- Support camp management in a confidential, positive and supportive manner.

- Actively participate in the resolution of concerns that may arise within the team or with campers and implement appropriate process for the management of such.
- Ensure that the Camp Director is notified of any concerns as they arise.

Section Two: Camper Care

- Develop schedules, trainings and methods of interaction in order to ensure that the physical, social and emotional well-being of participants is being met.
- Ensure that all planning and staff work plans ensure that time is spent to be participant focused and meets the objectives set out by the Camping department.
- Be the lead coach to train staff to deal with conflict and behaviour concerns.
- Ensure that the staff teams have reasonable expectations for the type of group or the age of group that they'll be working with.
- Provide leadership to the staff teams you supervise and support.
- Work with the Program Director, Director of Operations (DL) & Coordinators to ensure that each staff member has appropriate down time each day.
- Work with the Program Director to ensure that each staff has appropriate time off throughout the summer.
- Schedule community tasks, such as but not limited to sweeping after a meal, setting/cleaning up dishwashing stations or flag raising in a fair manner amongst participants and staff.
- Ensure that all staff reportable to this position are trained to the appropriate standards and expectations for the delivery of their responsibilities.
- Ensure staff members are completing incident reports in a timely manner.
- Submit reports as necessary.
- Be involved in any abuse disclosure situation.
- Research, prepare and implement all training components related to care of participants during staff training ensuring that the trainings are fun, upbeat and experiential.
- Communicate concerns regarding behaviour that may be in breach of the Expectations of Participation or the Terms of Engagement to the Camp Director on a daily basis.
- Communicate with the Coordinators daily to ensure that the physical health concerns within the camp community are addressed or identified.
- With the staff teams you supervise, ensure:
 - Cabin mate requests are reviewed and accommodated when possible
 - Camper details are reviewed with appropriate counselling staff respecting confidentiality and avoiding judgment
 - 48-hour camper check-ins are completed and followed up
 - Thinking Day post cards are appropriately completed
 - Systems for tracking personal items and lost and found are created and maintained in a fun and creative manner*
 - Each site/building has a method in place to ensure that our facilities remain clean, tidy and that the responsibilities are equally shared amongst campers and staff
 - Be responsible for the overall system of the centralized medication distribution including tracking and documentation. Ensure coverage occurs if you are unable to do so.
 - Camp Counsellors have suitable sets of community guidelines for their site/building based on camp rules and the age of the participants
 - There is an attempt to contact **new** girl camper families (overnight campers only) by phone prior to the camper's arrival. Intergenerational programs and day camps are exempted from this requirement*
 - There is an attempt to contact campers who have special medical needs or dietary needs at least one week prior to their camp visit to ensure understanding of their specialized needs and requirements for a smooth transition and camp experience*
 - Proper supervision to all counselling staff and ensure any concerns from their implementation of responsibilities are identified, rectified and monitored
 - Assign staff members to buddy groups/sites/age groups so that counsellors are accountable for specific girls each week
 - Staff members are making every camper's experience special and that nobody is excluding campers or showing special treatment to others
 - Appropriate recognition to individuals for a job well done
 - All busing and car pick up/drop off details are managed:
 - Make arrangements so that the appropriate staff ratios exist. Participate in supervision if necessary.
 - Verify girls' transportation home each day/week and cross reference with reports from the Camp Administrator or designate.
 - Ensure on-bus programming exists and that staff are engaged with campers.
 - Connect with the Coordinator (Wellness) as to who may have motion sickness.
 - Ensure appropriate signage and placement of baggage for car pick up or bus transportation.
 - Ensure loading and unloading procedures are followed to ensure safety of campers.
 - Signage is present and used to inform parents and campers of information like where to go, what happens next, where to put luggage.
 - Parents/guardians feel welcome to arrive or depart from site with friendly staff and happy campers.
 - Host staff meetings for Camp Coordinators and Counsellors to discuss issues and provide in-service training.
- With the Coordinator and special needs staff, ensure that all participants with any concerns are contacted prior to camp.



- Finalize the performance appraisals for all reporting staff.
- Ensure all performance appraisals are delivered within the appropriate timeframes.
- Ensure that the Camp Director is notified of any concerns with employee performance and action steps that are being put in place. Provide recommendation for the termination of employment.
- Participate actively in the overall leadership & implementation of the camp program.
- Provide receipts and reports as required on the activity of the program. This includes but is not limited to:
 - Weekly purchase card receipt submissions
 - End-of-year summary report detailing the needs of the department in future years, supply requests, staffing needs, maintenance and full inventory of department
- Participate as a driver for camp needs.

*tasks assigned to the Doe Lake Director of Operations

Dates of Contracts and Required Availability (includes planning and training):

Doe Lake Girl Guide Camp Huntsville, ON Summer Overnight Camp (SOC)	Camp Woolsey Ottawa, ON Summer Overnight Camp (SOC) & Day Camp (SDC)
<ul style="list-style-type: none"> • June 10 - August 29 • June 18 – 20 Doe Lake Skills Training • LEAP July 28 - August 13 	<ul style="list-style-type: none"> • June 10 - August 29 • June 18 - 20 Doe Lake Skills Training • LEAP August 1 - 10 Doe Lake

Notes:

- Assignment to specific areas can be changed as required to effectively deliver the program requirements of a specific time period. This reassignment is at the discretion of the Camp Director.
- LEAP: duties will include camp set up, program delivery, camp community support, camp tear down while providing a high degree of customer service to the volunteer committee event planners and other duties not related to Camper Care Director.
- Girl Guides of Canada, Ontario Council reserves the right to assign employees to assist at camps other than those for which they are hired.
- Girl Guides of Canada, Ontario Council reserves the right to assign occasional work outside of listed hours with the reciprocation of appropriate compensation for missed time off
- Girl Guides of Canada, Ontario Council reserves the right to amend this job description from time to time.

