

Director of Operations-Doe Lake

Girl Guides of Canada, Ontario Council

Priority hiring for this position is given to the applicant who can complete the full contract and will be a student in September directly following the summer program at camp.

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 camp community setting with limited privacy and personal space.
- Flexibility to work long hours with a wide variety of individuals from a wide-variety of backgrounds and circumstances.
- 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 may be required to be completed prior to the first date of your contract.
- Be available for the full duration of the camp program.
- 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).
- Full G Ontario Driver's License or equivalent.
- Minimum of 1+ years of experience in youth program development, preferably obtained in a senior position at an overnight facility for Summer Overnight Camp and at a day for Summer Day Camp at Camp Woolsey.
- Demonstrated experience working with children in a recreational setting.
- Demonstrated ability to work in and lead others in a team atmosphere.
- Current throughout employment period:
 - Standard First Aid including CPR C
 - 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

Reports to: Camp Director

Supervises:

Overnight Camps: Assigned Camp Coordinators and Counsellors.

Accommodation:

Overnight Camps: Live in staff accommodation but may 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 member of the camp leadership 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 and participate in camp management in a confidential, positive and supportive manner.
- Actively participate and provide leadership in the resolution of concerns that may arise within the team or with campers and implement appropriate process for the management of such.
- 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.
- Ensure that the Camp Director is notified of any concerns as they arise.

Section Two: Staff Management

- Research, prepare and implement all staff training components and ensure they are fun, upbeat and experiential
- Ensure that all staff reportable to this position are trained to the appropriate standards and expectations for the delivery of their responsibilities.
- Develop an effective work environment for the staff to implement a safe, healthy and challenging program to the campers.
- Provide supervision to all staff and ensure any concerns in their implementation of responsibilities are identified, rectified and monitored. Provide appropriate recognition to individuals for a job well done.
- Work with the senior leadership team to ensure that each staff member has appropriate down time each day and time off throughout the summer.
- Ensure staff members are completing incident reports in a timely manner.
- Provide leadership to the staff teams you supervise and support.
- Finalize the performance appraisals for all reporting staff and ensure they 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.
- Overall responsibilities to all base staff:
 - Creates master weekly schedules for campers and staff
 - Assign staff members to buddy groups/sites/age groups so that counsellors are accountable for specific girls each week
 - Organizes and ensures staff compliance with lost and found procedures
 - Ensures staff members are completing incident reports, submitting to the Camp Director and then submitting them to provincial office.

Section Three: Leadership

- Develop the overall camp program schedule including staff and volunteers.
- Ensure that Camp Coordinators are scheduling activities and implementing workloads in a fair, equitable manner for all staff supporting the program options.



- Provide input to the performance appraisal and ensure all performance appraisals are delivered within the appropriate timeframes.
- 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
- Overnight Camp Specifics:
 - With input from the Camper Care Director or designate and their staff teams, schedule each overnight camp staff member to have appropriate down time each day. These should be finalized on the Wednesday of the week before.
 - With input from the Camper Care Director or designate, provide a firm schedule of time off to each Overnight Camp Staff member by first day with campers. Staff input/requests should be obtained prior to this publication with a period of request their input being no less than 1 week of time. This schedule shouldn't be changed except in extenuating circumstances (e.g. a medical outbreak) and with staff consent.

Section Four: Administration

- Be conversant with the public regarding summer camp program opportunities advertised for the current year.
- Provide front line service to parents, campers, vendors and staff who contact the camp.
- Copying, printing, stamping, sorting and labelling of all support materials required to run the camp. This includes but is not limited to: site lists, meal counts, health forms, badge brochures, camper labels, postcards. Uploading camper pictures and swim tests into camp brain.
- Attempt to contact **new** girl camper families (overnight campers only) by phone prior to the camper's arrival. Intergenerational programs are exempted from this requirement
- 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
- Systems for tracking personal items and lost and found are created and maintained. Ongoing parent communication with parents to return lost items once a camper has left the property.
- Follow the system for writing and ensuring prompt completion of incident report forms and timely submission to Camp Director.
- Provide efficient and effective customer service to parents, campers, vendors and staff at all times. This includes but is not limited to:
 - Processing of requests within the same business day or notification of delay to the requestor
 - A professional, respectful and polite manner when dealing with customers
- Confirm all busing and excursion reservations one week prior to the event.
- Timely answering of phones and emails to ensure all issues are managed within the same business day. Retrieval of voicemail as required.
- Appropriate logging of camper intake and follow up to any inquiries that are received. Provide the camp with the requested administrative support for the operations of the camp. This includes but is not limited to:
 - Accounts payable/receivable
 - Camp reports
 - Purchase Card receipts & mailing compliance
- Provide staff team with accurate reports obtained through Camp Brain.
- Provide the Camp Director any information that has been provided directly to the camp within the established timeframes.
- Maintain all files:
 - Accurately and with all appropriate detail required for the effective use of information in the operations of the camp
 - All electronic and paper files in an organized, secure environment



- In a confidential manner with access limited by the directions of the Camp Director and the policies of Girl Guides of Canada
- Oversee the distribution of mail, email and faxes to campers and staff within the same day they are delivered.
- Maintain respectful confidentiality at all times.

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

<p>Doe Lake Huntsville, ON Summer Overnight Camp (SOC)</p>
<ul style="list-style-type: none"> • June 8-Sept 4 2020

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.
- 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.

