



North Star Reach Position Description

Title: Camper Recruiter / Family Liaison (full-time / non-exempt)

Location: Ann Arbor, MI, Pinckney, MI

Reports to: Outreach & Family Relations Director for Outreach, Education and Program Support
Health Center Director for Applicant Admission

North Star Reach, an independent 501 (c)3 organization, is a universally accessible resident camp facility providing life-changing camp experience for children with serious health challenges and their families entirely cost-free. We rely on the charitable gifts of generous donors to create camp magic and a strong culture of community values (www.northstarreach.org/aboutus/values-mission) that serve as compass points to guide our way. Some have called what we do fun, but we like to think of it as SeriousFun. In fact, we liked that idea so much, we are a member of SeriousFun Children's Network (www.seriousfunnetwork.org), the world's largest family of camps for children with serious illnesses. Through year-round resident camp programs, we strive to leave a positive impact on all our participants and those who support us. *Our current schedule includes seven weekend family camps and six week-long summer resident camps.*

Position Overview

If you have found yourself singing "Everything is awesome, everything is cool when you're part a team," then perhaps you are like The Special and can build an amazing camper recruitment strategy. As a member of our program team, you will educate, recruit and matriculate campers in identified pediatric medical condition groups through outreach and awareness, collaboration with partners, production and distribution of application and informational materials, communication with campers, parents and health professionals and coordination with camp program and medical staff. The Camper Recruiter / Family Liaison is the primary point of contact between North Star Reach and camper families throughout the year. As a part of your role, you will also support programming and psychosocial/behavioral health during camp sessions. This position requires working at camp (on site housing optional) during programs (summer resident camp and spring/fall family camps) and work out of our Ann Arbor office throughout the rest of the year). Occasional travel along with evenings/weekends are also expected for recruitment, fundraising and other events. A comprehensive benefits package (<https://hr.umich.edu/benefits-wellness>) is provided.

Management and strong organizational skills are vital to success in this role. This position will be primarily responsible for identifying, recruiting and directing liaisons at partnering health organizations in coordination with the Medical Director and Health Center Director. This involves everything from preparing and making presentations at events and partner organizations to working as an active member of the program team. The ideal candidate possesses an infectious positive attitude, makes others feel special, is willing to grow and learn, understands camp culture and can work autonomously with strong organizational and leadership skills. Familiarity with fundamental concepts of child development and behavior management is beneficial.

Responsibilities

- Manage the education, recruitment, processing, admission, communications, reporting and evaluation of campers and families to reach established program participation goals
- Maintain camper and family database and communications
- Support camper psychosocial and behavioral health at camp
- Provide program and administrative support during on-site camp programming

Key Result Areas

Develop and Implement year-round Camper and Family Recruitment Plan:

- Outreach and marketing with partners to expand prospective camper base and distribute information. Increasing awareness of camp in relevant clinics and medical facilities for the

recruitment of campers and potential volunteers. This includes attending events, designing flyers, brochures and materials needed for camp sessions/programs.

- Give presentations to hospital partners, conferences, and other organizations to bring awareness of programs offered by North Star Reach.
- Application processing including all communications with camper families, physicians, hospitals and partner groups.
- Create a written recruitment plan focused on meeting participation goals for both returning and new campers
- Support partner stewardship and reporting

Manage Camper Application Portal and Communications:

- Maintain and update information in web-based databases ensuring accuracy and availability
- Manage camper information including health forms, waivers and agreements
- Update and track camper database and submit application materials for review.
- Coordinate communications and correspondence
- Conduct post camp evaluations
- Provide seasonal and annual reporting

Coordinate Camper Arrival and Transportation

- With the health center director, organize group transportation to camp as needed including training of chaperones for remote camper check-in
- Direct camper arrival and departure process

Share in the training, support and implementation of camper psychosocial and behavioral health management during camp

- Support the development and execution of a comprehensive training program
- Provide camper behavior support and intervention resources for volunteers and staff

Administrative Duties:

- Complete and submit all necessary and required paperwork
- Compile and summarize camper data including enrollment, demographics and evaluations
- Manage financial and in-kind resources
- Participate as part of the program/medical team and represent North Star Reach at events

Required Qualifications

- Bachelor's degree
- Excellent computer skills including MS Office suite, web-based portals and database management experience
- Public speaking proficiency
- Experience in youth development, counseling or behavioral health
- Capability to work independently while exercising good judgement, decision making, patience, persistence and problem solving
- Ability to provide quality customer service as well as deal with conflict and challenge in a way to create positive results
- Willingness to accept guidance and supervision
- Desire and ability to work on-site during camp programming and work with children and adults in an outdoor environment
- Valid Michigan driver's license and acceptable driving record
- Occasional daily and overnight travel along with evening/weekend hours
- Physical strength to lift/move equipment and supplies (up to 40 pounds), walk over 10,000 steps a day outdoors during summer camp sessions and climb one flight of stairs to non-handicapped accessible apartment (alternative ground level accommodations are available if needed).

Background Screening

University of Michigan Health System conducts background screening and pre-employment drug testing on job candidates upon acceptance of a contingent job offer and may use a third-party administrator to conduct background screenings. Background screenings are performed in compliance with the Fair Credit Report Act.

Application Deadline

Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled any time after the minimum posting period has ended

U-M EEO/AA Statement

The University of Michigan is an equal opportunity/affirmative action employer.

SeriousFun Children's Network Statement

I authorize and consent to having North Star Reach contact my former SeriousFun Children's Network supervisor or CEO to investigate or verify any information I have given or to discuss my background, past performance, or suitability for a position with the camp. This authorization is a waiver of all of my rights to bring any action for defamation, invasion of privacy, violation of any state or federal personnel file or privacy statute, or any other cause of action against North Star Reach, SeriousFun Children's Network, or any employee or agent of North Star Reach or SeriousFun Children's Network.