

Assistant Camp Director

Founded in 1988 by Paul Newman, The Hole in the Wall Gang Camp provides “a different kind of healing” to more than 20,000 seriously ill children and family members annually – all completely free of charge. For many of these children and families, Hole in the Wall provides multiple Camp experiences throughout the year at the facility in Ashford, Conn., in more than 40 hospitals and clinics, directly in camper homes and communities, and through other outreach activities across the Northeast.

Major Function of the Position:

The Assistant Camp Director is responsible for the day to day operations of the summer and weekend programming. This individual provides direct support and supervision to the full-time Program Coordinator, Program Team associate, Residential Life Coordinator, as well as all seasonal staff. They help create and foster a strong interdepartmental sense of teamwork and cooperation and provide assistance to the Camp Director in the process of recruiting, hiring and training of all full-time and seasonal staff. This person assists the Camp Director in all aspects of program development, ensuring compliance with all applicable program, safety, and licensing/certification standards. They ensure that all Camp activities and programs are safe, engaging, and are intentionally designed to foster and strengthen a social context of Safety, Respect, and Love.

Essential Functions of the Position:

- 1) Communicates and demonstrates the organization’s mission, goals, and culture and leads staff and Campers in creating a social context of “Safety, Respect, and Love.”
- 2) In cooperation with the Camp Director, hires, trains, monitors work performance, and plans for the continued professional development and support of full-time direct and department reports.
- 3) Works in conjunction with the Recruitment Coordinator to recruit all seasonal staff and volunteers, including advertising at career fairs, and takes lead on interviewing, selection, and completing all hiring paperwork requirements.
- 4) Organizes, plans and facilitates comprehensive training for all seasonal staff...including all summer, fall and spring program staff and volunteers.
- 5) Ensures that specialized trainings and any required certifications are completed for all staff in high-risk program areas. (i.e. Adventure Program, Boating and Fishing, etc.)
- 6) Creates and facilitates training as necessary for staff, volunteers and others as required.
- 7) Engages direct reports and other stakeholders as part of continual process of prototyping new Camp program opportunities.
- 8) Assists Camp Director in continual planning and execution of enhancements to all summer and year-round programs.
- 9) Responsible for ensuring compliance with program plans and all Camp policies and procedures in order to hold staff accountable to organizational goals and expectations.
- 10) Participates in ongoing professional development and maintains current knowledge of best practices in Camp management and in working with Camp’s target population.
- 11) Collaborates with the Medical Team regarding Camper recruitment and admissions. Reviews with the Medical Director any applicants whose needs fall outside the typical Camper profile (psychosocial review). Works closely with the Medical Team to ensure the optimal coordination between medical and program activities.
- 12) Provides support and guidance for all personal and professional issues that surface with the summer and weekend staff.
- 13) Works closely with the Camp Director on the creation of the Camp budget and other general financial matters. Manages budget for Camp Program, Residential Life operations, directly and through Camp management staff. Continual analysis of cost savings opportunities including structure of Camp staff and in-kind donations.
- 14) Assists the Director of Research and Evaluation in implementing measurement tools to evaluate program success and stakeholder satisfaction for all Camp programs. Creates and implements changes to further improve and grow the programs.

Nothing in this job description restricts management’s right to assign or change responsibilities of this job at any time.

- 15) Responsible for continual review and improvement of behavior development policy and procedure, ensuring that it is integrated into staff and volunteer training and day-to-day guidance of Camper behavior.
- 16) In collaboration with the Residential Life Coordinator, reviews all "Camper reports" and "Behavioral incident reports" and makes Camper and/or procedural changes as necessary. In collaboration with program and residential life staff, determines which Campers need a behavioral contract or other such plan in order to return.
- 17) Maintains current certification at the "trainer" level in Therapeutic Crisis Intervention. Ensures that summer staff are adequately trained to address challenging and escalated Camper Behavior.
- 18) Facilitates communication between campers, parents, staff to address and resolve conflicts, child development issues, and parental concerns relative to campers or Camp activities.
- 19) Oversees the preparation of the cabins and program areas for all programs.
- 20) Maintains up-to-date safety procedures and collaborates with the Safety Committee to plan and implement all required safety training and emergency response drills.
- 21) Collaborates with, and reports on Camp activities to executive team, as required.
- 22) Assists in the planning and facilitation of other Camp events, such as Bandit Round Up, Holiday Party, Camp tours, etc.
- 23) Provides support to the development team in delivering information, tours, and/or accommodations to donors and other friends of Camp. Represents Camp at fundraising or other public events.
- 24) Responsible for compliance and licensing for the Camp and its staff. Establishes and maintains policies and procedures to be in compliance with Federal and State regulations, American Camping Association (ACA) accreditation, meet all SeriousFun Children's Network criteria, and maintain compliance with the Accords of the SeriousFun Children's Network.
- 25) Reports to the Camp Director on development of annual objectives and budgets and the status of the work on the Camp team to accomplish those objectives.
- 26) Assists with special projects and performs additional duties as assigned.

Supervisory Responsibilities:

- 1) Program Coordinator, Residential Life Coordinator and Program Team Associate.

Required Education and Experience:

- 1) Minimum five years' experience in Camp program management, environmental and outdoor education; minimum ten years' supervisory experience.
- 2) Demonstrated experience in strategic planning, program delivery and oversight, leading cross-functional teams, and managing multiple projects simultaneously with changing priorities and tight deadlines
- 3) Bachelor's Degree in education, psychology, social work, or other related field. Master's Degree in social work strongly preferred.

Required Knowledge, Skills, and Abilities:

- 1) Excellent written and verbal communications skills to diverse internal/external stakeholders, including reports, written communications, and presentations to key audiences.
- 2) Thorough understanding of child development and ability to develop and deliver age appropriate programs.
- 3) Skillfully lead and inspire staff on an individual basis as well as in large staff meetings.
- 4) Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint.
- 5) The ability to establish positive relationships with a variety of people in multicultural environments.

Physical Requirements and Working Conditions:

- 1) Residential requirement from May 1 – September 1 and 2/3 of all weekend programming. Ability to work a flexible schedule as needed to lead, supervise, or participate in Camp activities. Summer and weekend programs require long work days (on average 8 am – 9 pm).

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- 2) Ability to work outdoors in hot and cold weather conditions.
- 3) Ability to operate computer for extended periods with appropriate breaks.
- 4) Valid driver's license and driving record which meets HITWG insurance carrier requirements.
- 5) Ability to frequently lift up to 25 pounds.

The Hole in the Wall Gang Camp provides a very competitive salary, a generous benefits package, and growth opportunities for high contributors. Please send your resume and cover letter to hadmin@holeinthewallgang.org. Due to the volume of resumes received, you will be contacted only if there is interest in pursuing your application. No phone calls please.

The Hole in the Wall Gang Camp is an Equal Opportunity Employer, does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sexual orientation, gender identity or expression, disability, nationality or sex, and is committed to promoting diversity, multiculturalism, and inclusion.