



<b>Job Title:</b>	<b>CAMPER AND FAMILY LIAISON</b>
<b>Location:</b>	Mount Gilead, OH
<b>Job Status:</b>	FULL TIME
<b>Reports to:</b>	BARB GALANTOWICZ, MEDICAL DIRECTOR
<b>Team/Function:</b>	Medical

## **CAMPER AND FAMILY LIAISON**

*As the **Camper and Family Liaison** you wake up excited to provide excellent customer service to our families. Your welcoming demeanor sets everyone you interact with at ease. You build trusted relationships with families, campers, and hospital partners. You are comfortable with all types of communication and are not afraid to pick up the phone and speak with parents and partners.*

*You have a meticulous ability to track information and a knack for managing details about every single camper. You live by your multiple checklists and have a process-driven approach to completing each task. You are a collaborator who enjoys partnering with other team members to ensure the camp experience is always safe and fun.*

*You have our camper's best interest at heart and make decisions on their behalf. You are confident that the work you do before and after camp is critical to camp operations and the overall camper experience.*

### **Team / Function Overview:**

The **Medical Team** recruits and supports campers and families to provide an enriched camp experience that nurtures the mind, body and spirit. The team provides direct medical and psychosocial care and support during camp sessions through adaptations and treatments to ensure camper safety and wellness.

### **Responsibilities:**

- Manage outreach and relationships with hospital champion partners to reach existing constituency, expand prospective camper base, and distribute information.
- Maintain contact database of healthcare partners (institutions and individuals)
- Represent FHF at various recruitment events in Ohio and neighboring states.
- Collaborate with Medical team to develop a strategic recruitment plan for campers.
- Manage web-based Camper application database, conduct annual revision process and monitor parent usage. Design tailored forms for each condition group and/or session
- Communicate with families and medical care providers to ensure camper application materials are complete and up to date.
- Utilize web-based camper database to generate dynamic reports for multiple audiences and purposes (grants, preparation meetings, funders, communications).
- Provide excellent customer service to parents throughout the camp application process, including application assistance, confirmation materials and post-camp follow up.
- Oversee camper-family evaluation collection, recording and reporting.
- Lead the diagnosis-specific camper clearance and placement meetings and process.
- Collaborate with Volunteer Coordinator to match campers with appropriate counselors for each camp session.

- Communicate placement information to camp team to best serve campers and families
- Maintain relationship with SeriousFun Children's Network and provide statistics pertaining to campers and families annually and upon request for special projects.
- In collaboration with the Medical team, conduct annual evaluation of camper admissions process. Implement updates to reflect best practices and the current needs/trends of camp.
- Manage camper arrival check-in and departure processes.
- Participate in Volunteer Orientation (VollyO), lead sessions pertaining to camper arrival and in-camp specific needs and distribute of reports and relevant information to camp staff.
- Plan and host the annual Parent Panel during seasonal staff training.
- Assist with planning and implementation of camper transportation needs in coordination with key staff.
- Advocate for camp with multiple audiences, present stories from camp, provide resources about camp.
- Collaborate with the Development and Communications staff on all projects that interface directly with families and campers including but not limited to special events, print and digital publications, interviews, videos etc.
- Act as on-site host to families during Flying Horse Farms' Campfire and other special events
- Collaborate with the Child Life Specialist to plan and host family outreach events in the communities we serve.
- Knowledge of and adherence to Flying Horse Farms Policies and Procedures, particularly as they relate to camper recruitment, admission, and medical programming.
- Maintain a positive working relationship with staff members, volunteers, and families.
- Other duties as assigned and unassigned.

***Required Skills & Experience:***

- Demonstrated proficiency and work experience in Microsoft Excel and Word
- Experience working with or on behalf of families and children
- Excellent professional phone and email communication skills
- Ability to work non-traditional work schedule including evenings and weekends at times
- Willingness to travel to hospitals and events within target markets

***Preferred Skills & Experience:***

- Experience in a customer service role
- Experience with a SeriousFun Children Network camp
- Understanding of statistics and evaluations
- Experience in web-based databases and report generation

***Expectations & Requirements for all Flying Horse Farms Staff:***

- We live our Values. We are each responsible for knowing our values and nurturing our culture:
- **We are All In.** We demonstrate a willingness to do what it takes to get the job done, we are supportive and loyal, show up present and ready and we are passionate about "Campers First."

- **We have an Attitude of Optimism.** We find what's working and make more of that happen, demonstrate adaptability within ambiguity, spread joy and hope and ensure everyone we interact with feels "Welcomed Home."
- **We are Trustworthy.** We are consistent, dependable and steady, truthful and operate with transparency, take ownership for our work and "See the Best" in others.
- **We Take Initiative.** We are driven, work towards goals with fortitude, pay attention to details and find innovative solutions with "Fearless is Free" attitudes.

**How to Apply:**

- Email cover letter and resume to [careers@flyinghorsefarms.org](mailto:careers@flyinghorsefarms.org)

*Flying Horse Farms provides magical, transformative camp experiences for children with serious illnesses and their families – free of charge. Located on 200 acres in Mt. Gilead, Ohio, camp first opened its gates in 2010 and hosts about 900 children and families each year.*

*Flying Horse Farms is the first camp in the Midwest to become a full member of the SeriousFun Children's Network. Founded in 1988 by actor, philanthropist and Ohio native Paul Newman, the Network is a community of independently managed and financed camps and programs creating opportunities for children with serious illnesses and their families. The Network has evolved from one camp to a global community serving one million children and families across five continents.*

*The children who attend camp have illnesses including cancer, heart conditions, rheumatoid arthritis, blood disorders, asthma, gastrointestinal disorders and facial anomalies.*

*At Flying Horse Farms, for a weekend or week at a time, being sick takes a backseat to being a kid. And fun is priority number one. Campers participate in activities like swimming, boating, fishing, archery, high ropes and arts and crafts. Campers receive first-rate care at our on-site health center, staffed 24/7 by medical professionals from children's hospitals across Ohio and beyond. Flying Horse Farms is an ACA-Accredited Camp with the American Camp Association.*