

Cairn Family of Camps Summer Staff Job Description Counselling Manager

Positions Available: 1

Reports to: Camp Director, Assistant Director

Supports: Counselling Staff, Program Supervisors

GENERAL FUNCTION

The Counselling Manager is responsible for ensuring a positive and safe experience for all campers, both directly and by providing leadership and support to the Counselling Staff, Program Supervisors and Program Coordinators. They develop and evaluate the Glen Mhor Program Supervisors and Integration Program Supervisor to provide the best camper experience, and ensure that camp is a safe inclusive environment that encourages self-esteem, stewardship, and servanthood.

KEY RESPONSIBILITIES

- All-Staff Responsibilities:
 - Demonstrate strong support and commitment to the mission and core values of the Cairn Family of Camps.
 - Demonstrate strong support and commitment to serving the campers, staff, families, and all program participants of the Cairn Family of Camps.
 - Practice and support the health and safety of all campers, staff, families, and all program participants of the Cairn Family of Camps.
 - Complete a year-end report, including a season review, and offering suggestions for future camp seasons.
 - Complete additional duties as required.
- Staff Development and Management Responsibilities:
 - Supervise, coach, and evaluate the Glen Mhor Program Supervisors and Integration Program Supervisor.
 - Supervise, coach, and evaluate members of the Counselling Staff in conjunction with the Program Supervisors and the Program Manager.
 - Ensure the ongoing wellness, morale, and development of the Counsellors, Program Counsellors, and Program Supervisors.
 - Act as a resource for campers, Counsellors, Program Counsellors, and Program Supervisors, providing support, strategies, direction, and relief.
 - Assign daily, weekly and season-long responsibilities and tasks to the Program Supervisors and Counselling Staff.
 - Work with the Assistant Director in scheduling weekly assignments for the Counselling Staff.
 - Professionally and supportively address any issues with or between counsellors (emotional, disciplinary, etc.) in conjunction with the Counselling Manager.
 - Complete administrative duties related to staff development, including but not limited to evaluations, behaviour logs, situation of concern logs, communication logs, creating schedules etc.
 - Develop and lead sessions during staff training as required, in conjunction with the Directors.
- Camper Care Responsibilities
 - Ensure camper safety and wellbeing is prioritized in all actions and decisions.
 - Provide support to the Program Supervisors to address camper issues professionally and with compassion.

- Address any escalated camper needs (emotional, behavioural etc.) professionally and with compassion, with support from the Assistant Director and Camp Director.
- Complete administrative duties related to camper care, including but not limited to behaviour logs, situation of concern logs, communication logs, creating alternative schedules etc.
- Oversee communications with camper caretakers, including but not limited to pre-camp contact, weekly email updates, phone calls to new camper families, behavioral phone calls, etc.
- Act as liaison and assistant to the Camp Nurse/medical staff, including providing each nurse/medical staff with an orientation, assisting in logging camper Health Center visits, communicating and logging health related communications with camper caregivers, etc.
- Coordinate camper & staff hospital visits as necessary, in conjunction with the Camp Nurse/medical staff and the Directors.
- Work with the Program Manager and Directing Team to coordinate and oversee camper pick up and drop off days at the beginning and end of each camp session.
- Administrative Responsibilities
 - Coordinate external client communications in consultation with the Camp Director and Marketing & Communications Coordinator including but not limited to pre-camp contact, weekly email updates, post-session emails, phone calls to new camper families, etc.
 - Complete duties including but not limited to answering the phone, responding to emails, and camper registration.
 - Liaise between campers and staff, equipping other staff with the information they need to serve campers (i.e. camper dietary information to the kitchen, health information to the nurse etc.).

JOB KNOWLEDGE & QUALIFICATIONS

- A minimum 3 years' experience as a camp staff member or equivalent.
- Personal skills: service-oriented leadership, management, empathy, organization, problem-solving ability, adaptability, growth mindset, collaboration
- Standard First Aid/CPR-C
- National Lifeguard Certification, Swim Instructor Certification and/or ORCKA Instructor and/or willingness to obtain certification prior to the summer camp season an asset.
- Clear Police Reference Check and Vulnerable Sector Screening
- Mandated training (including AODA, Workplace Violence & Harassment, Health & Safety Awareness, Child Protection, etc.) is required before or shortly after commencement of work
- The successful applicant is required to live on-site through the duration of their contract.
- Preference will be given to candidates who are available to fulfill a 4-month contract (mid-May to August).

COVID-19 ACKNOWLEDGEMENT

Due to the constantly evolving nature of policies, procedures, and recommendations surrounding the COVID-19 pandemic, the Cairn Family of Camps recognizes that elements of the summer 2021 schedule and programs, and – consequently – job responsibilities may be required to adapt. Until staff are hired, any updates to this document will be available on the Cairn website at <https://ilovecamp.org>. Once staff are hired, communication will take place directly via phone or email.

CONTACT

Please submit your application, including any supplementary documents, at <http://cairn.campbrainstaff.com>. Should you have any questions, please contact Robynne Howard, Camp Director, at robynne@ilovecamp.org.

The Cairn Family of Camps supports diversity, equity and a workplace free from harassment and discrimination. The Cairn Family of Camps is committed to an inclusive, barrier-free recruitment and selection process and workplace. Individuals needing employment accommodation in the hiring process or job postings in an alternative format may contact the camp office.