



**RED PINE CAMP
CAMP DIRECTOR
JOB DESCRIPTION**

The Camp Director is responsible for the effective and efficient operation of Red Pine Camp during the camping season. Just as importantly the Camp Director sets the tone for campers and staff alike - ensuring that the Red Pine values of child and youth development, participation, volunteerism, environmental protection, inter-generational recreation and positive, supportive relationships are visible, promoted and central to the life of Red Pine.

A comprehensive manual, outlining all the daily duties and responsibilities for the Camp Director is available for review in the Camp office.

The Director reports to the Chair of the Operating Committee and liaises with each member of the Operating Committee, primarily before the start of the camping season, about the operational vision for each department.

The Director is supported by either an Assistant Director or Co-Director depending upon the qualifications of the successful candidates. The Director is responsible for either delegating responsibilities or determining how to share them with the Assistant Director or Co-Director, and for developing a schedule for sharing staff supervision. The Director and Assistant Director or Co-Director oversee a team of 13 Senior Staff and 55 Junior Staff and works in collaboration with the camp's three permanent employees: The Business Manager and two Property Managers

DUTIES & RESPONSIBILITIES
HUMAN RESOURCES

Goal: To ensure that staff is providing excellent service to campers throughout the summer.

Objective 1: To train, monitor and evaluate Senior and Junior Staff.

- Plan all staff pre-camp orientation and training including organizing Senior and Junior pre-camp sessions
- “Set the tone” for the summer which encompasses; a common customer service focus for all staff, a respectful and safe workplace and an adherence to the camp's rules and operating procedures.
- Promote the "How may I help you?" philosophy of optimum service by staff

members to all campers.

- Ensure that Senior Staff members conduct themselves in accordance with the standards established by the camp.
- Provide advice to Senior Staff members on proper methods of supervision, staff management, problem-solving and enforcing the Rules of Conduct for Junior Staff.
- Schedule Senior Staff to ensure a balanced workload between staff members.
- Monitor Senior Staff performance on an on-going basis and provide timely feedback
- Review and approve weekly Junior Staff work schedules as prepared by the Senior Staff to ensure that duties are being carried out in an effective and an equitable manner.
- Provide feedback to all staff during the weekly “change over” meeting on Saturday.
- Conduct a mid-season and a final evaluation for each member of the Senior Staff.
- Ensure that the Senior Staff complete a mid-season and final evaluation for each member of the Junior Staff.
- Review and approve Junior Staff evaluations.

Goal: To ensure that actions and/or decisions taken by the Director(s) or Assistant Director are supportive of the Camp’s rules and operating procedures.

Objective 1: To perform a mid-summer and end of summer review of performance and operations with the Chair of the Operating Committee to ensure adherence to the Camp’s policies and procedures.

- Review actions taken throughout the summer pertaining to the management of each department with the Chair of the Operating Committee.
- Contribute to a summer’s end performance review with the Chair of the Operating Committee.

Objective 2: To ensure a healthy and safe environment for the Junior Staff

- Communicate, enforce, and provide discipline related to the Junior Staff Rules and Code of Conduct at all times.
- As the guardian for the Junior Staff, counsel and advise individual staff members, as required.
- Plan and organize Junior Staff functions in conjunction with the Senior Staff and cabin representatives, to establish a positive atmosphere and to maintain a high level of staff spirit and morale.
- Liaise with parents and Senior Staff – in a timely manner - related to any incidents of illness or injury among the Junior Staff.
- Inspect the Junior Staff cabins and design initiatives to ensure the cleanliness, tidiness and appropriate hygienic conditions of the buildings and personal belongings.
- Ensure that Rules of Conduct for Junior Staff are adhered to through regular checks of the Junior cabins after curfew.
- In concert with the volunteer medical staff, implement special cleaning and laundry schedules to combat illness.

- Liaise with the Junior Staff cabin representatives, assist with the planning and execution of Junior Staff extra curricular activities and discuss Junior Staff concerns.

CUSTOMER SERVICE

Goal: To demonstrate a high level of leadership and promote the values of Red Pine Camp.

Objective 1: To connect and communicate with campers.

Action Plan:

- Serve as the enthusiastic and engaged face of Red Pine to all campers and staff
- Greet campers on Saturday.
- Communicate the “rules of conduct” to all campers and LITs on Saturday evening.
- Encourage, identify and recognize the contributions made by volunteers.
- Review, summarize and communicate with staff the feedback provided on Camper Comment Sheets to ensure that staff members respond quickly and effectively to valid concerns or recommendations for improvement
- Refer policy comments/questions from the Camper Comment Sheets to the Operating Committee.
- Coordinate the recognition of staff regarding positive feedback obtained from the Camper Comment Sheets.
- Adhere to the Red Pine Camp Communication guidelines with regards to issues concerning Customer Service.

Objective 2: To provide a safe environment for campers.

- Review, revise, circulate and implement emergency safety and health procedures such as the Fire Emergency Plan, and the Waterfront Lost Person Drill and ensure that Campers and Staff are aware of these procedures.
- Complete an ‘incident report’ in the event of a serious accident, injury or situation.
- Work collaboratively with the office staff, property staff and Property Managers to ensure repairs are made to camp facilities in a timely fashion and that good lines of communication are maintained among all of the Red Pine stakeholders - shareholders, campers, staff, Board members, Committee members and staffs of agencies providing goods and services to the camp.
- Liaise with the Volunteer Doctor and/or Nurse concerning the health of campers and staff, and ensure the availability of prompt and appropriate transportation to area hospitals as required for health concerns relating to Red Pine staff.

COMMUNICATION

Goal: To ensure ongoing and effective communication.

- Follow the guidelines set out in the Red Pine Camp Communications Guidelines
- Liaise with the weekly Committee member on duty.
- Promote good relations with the camp's neighbours and ensure any issues that may arise are communicated according to the Red Pine Camp Communications Guidelines

PROGRAMMING

Goal: In collaboration with the Operating Committee, oversee the preparation and implementation of all weekly program-related plans

- Ensure programming is in accordance with the values of Red Pine Camp.
- Meet with the Family Program Senior and Volunteer Family Programmer each week to review plans, provide guidance, and ensure adequate staff support is provided.
- Ensure equipment and supplies inventories are maintained throughout the summer.
- Ensure the promotion of all program-related activities.

OPERATIONAL REVIEW

Goal: To provide comprehensive feedback on camp operations at the end of the camping season.

Objective 1: To prepare and submit a Director's Report

- Prepare a written report that includes:
 - summaries of any major issues that occurred and the steps taken to address them;
 - operational changes that were implemented and an assessment of how successful they were,
 - recommendations on improvements for the following season.
 - a summary report which identifies senior and junior staff suitability for future rehiring.
- Meet with the Operating Committee for a post-season review covering all operational areas and an assessment of staff performance

Objective 2: To ensure each member of the Senior Staff submits a year-end report

- Review the year-end report format with each member of the Senior Staff
- Review each year-end report prior to its submission.
- Designate and monitor the deadline for submitting reports.