



**FUN. ACTIVE.
UNPLUGGED.**

Day Camp Staff Application Guide



Why the Y?

Are you looking to be a role model for campers from all over Niagara Region? Looking for a summer job that encourages creativity, fun and magic? For 85 years, (yes- 85 YEARS) YMCA of Niagara Day Camps have provided opportunities for campers from all over Niagara to enjoy a fun-filled summer. We can't do that without our amazing staff team.

Successful YMCA Day Camp staff are described as:

- Flexible and great at adapting programming to fit the needs of their camper group
- Proactive, looking ahead to make sure every camper has a great experience
- Safety conscious and take precautions to ensure a safe physical and emotional environment
- Value-based role models who demonstrate good judgement and decision making skills
- Loves to sing, play games and be silly with their campers
- Leaders who provide campers with opportunities to grow and develop as individuals

The YMCA of Niagara is a charity dedicated to building healthy communities. The YMCA of Niagara delivers programs in Health & Fitness, Community Outreach, Child Care, Day Camp and Employment & Newcomer Services throughout Ontario's Niagara Region.

YMCA Day Camp Vision

YMCA of Niagara Day Camps create experiences that promote personal growth and development, fostering communities of tomorrow.

All staff play an important role in our vision. Together, we create the YMCA Day Camp community and provide campers, volunteers and staff with memorable, life-changing experiences.

YMCA Day Camp Program Statement

YMCA of Niagara Day Camps strive to provide high quality programming and experiences that meet the needs of our diverse and unique campers. At the core of all YMCA Day Camp programming are the YMCA Healthy Child Development principals of play, relationships and health.

 Play Relationships Health

Before You Apply:

March Break Camps will run March 16-20th and Summer Camps will run from June 29th – September 4th, 2020 in St. Catharines, Welland, Niagara Falls, Fort Erie, Niagara West (Beamsville and Grimsby) and Port Colborne.

Day Camp runs from Monday to Friday from 8:30-4:30 pm with extended care from 7:30-8:30 am and 5:00- 6:00 pm.

The majority of camp staff are scheduled to work between 7.5-8.5 hours a day.

All positions require the following:

- The applicant to be 16 years of age or older before March 1, 2020.
- A Criminal Reference Check with Vulnerable Sector Search within 1 year
- Standard First Aid and CPR- C (within three years of certification date)

Successful candidates **must** attend the following orientation and training dates to be employed for March Break and summer. Some positions start earlier than others, please check the job description of the position you are applying for more details.

- Orientation Session: All staff are required to attend one orientation session. They take place in March for March Break Camp and over the month of May in a variety of locations, days and times for summer camp.

For summer camp:

- Specialty training/Healthy Child Development Training: takes place in the month of June
- Camp Training Week: June 22nd to June 26th, 2020

In order to ensure adequate supervision and provide consistency in our camps, staff will only be granted a limited period of time off during the summer. Staff requesting more than 5 days off may be interviewed for a Break/Floater Counsellor role.

Application Process and Interviews:

The YMCA of Niagara's hiring process identifies the individuals best-suited to support our life-changing impact on campers. Below is an outline of the hiring process for all staff.

- 1) Learn about what the YMCA of Niagara Day Camps has to offer.
- 2) Identify roles that you are eligible and interested in.
- 3) Complete online application for **ONE** role at <http://ymcaniagara.campbrainstaff.com>. This application takes the place of a cover letter and resume, so please use as much detail as needed. If you are interested in applying for one or more roles, please apply for the most senior role.
- 4) Any applicants **who did not work for camp in Summer 2019** must submit contact information for three references for Summer 2020. One individual must be a professional reference we are able to contact via phone. A professional reference is someone who has supervised you in a professional capacity. This includes former employers, teachers or volunteer supervisors. ****Note:** As per Ontario Camps Association Standards, where a Day Camp applicant has been associated with another camp or children's organization, that organization must be listed and contacted as a reference.
- 5) Successful applicants will be invited via email to participate in Group Auditions scheduled for a variety of evenings and weekends in April. Due to the volume of applicants, only those considered for a group audition will be contacted. Please read the email carefully as it will have documents you must bring with you to the audition.
- 6) Follow-up interviews are scheduled, if necessary. If applicants are successful, offers are made via email within two weeks of your audition dependent on completion of three successful reference checks.

Offers of Employment

Positions at YMCA of Niagara Day Camps are competitive and not all applicants are offered opportunities. If you are not offered a position initially, we will ask if you would like to be kept in mind should opportunities develop later.

The offer letter is NOT the final part of the hiring process. Below are the required onboarding steps to ensure that staff are ready to work at the YMCA of Niagara. Your job offer is contingent upon completion of the steps below. Not meeting these expectations could jeopardize your offer for Summer 2019.

- 1) Review the job description for the position(s) you have been offered.
- 2) Sign, date and return your offer of employment by the deadline stated on your offer.
- 3) Complete and return all hiring paperwork **in person at your staff orientation** by the deadline stated on your offer.
- 4) Provide proof of registration or completion of all qualifications by the deadline stated on your offer letter.

Once the above steps are completed, we will reach out to summer staff with additional information regarding training, onboarding and pre-summer opportunities to help you learn and grow!

Day Camp Positions Overview

Assistant Counsellor and Volunteer Positions

- Assistant Counsellor (must be 14 years old before the first day of camp)
- Volunteer (min. 16 years of age unless completed Leaders in Training and/or Counsellors in Training)

Counsellor Positions

- Group Counsellor
- Helping Hands Counsellor (1:1 support)
- Break Counsellor (works 3-5 hrs/a day)
- Floater Counsellor

Leadership Positions

- Head Counsellor (Speciality Camps)
- Program Specialist
- Waterfront Specialist (min 25 hours/week)
- Adventure Specialist
- Resource/Support (Behaviour) Specialist

Senior Leadership Positions

- Camp Administrator
- Site Supervisor
- Helping Hands Supervisor
- Regional Supervisor

Assistant Counsellor and Volunteer Positions

Should I apply to be a Day Camp Volunteer or Assistant Counsellor?

Day Camp Volunteer

- Minimum age of 16 years old unless has completed a LIT/CIT course or YMCA Youth Leadership program
- Has not volunteered in a Day Camp setting, but excited to learn!
- Has some experience with children (preferred)
- Interested in becoming a Camp Counsellor, but wants to try camp first

Assistant Counsellor

- Typically 14 or 15 years of age
- Has volunteered in a Day Camp or recreational setting before
- Has completed a Leaders in Training or Counsellors in Training Program
- Wants to become a Camp Counsellor but is not quite old enough
- Has experience with children

*Both positions are eligible for Secondary School volunteer hours

Purpose
Volunteers and Assistant Counsellors work directly with YMCA Camp Counsellors to help provide assistance in leading games and activities for children and youth in YMCA Day Camp. Volunteers and Assistant Counsellors receive training relevant to working in a camp environment, shadow camp counsellors, and have an introduction to being a camp leader.
Expectations
<ul style="list-style-type: none"> • To appreciate and support the YMCA values, mission and vision • To demonstrate energy, dedication and enthusiasm • To work as a member of a team • To thrive in an atmosphere of change and ambiguity
Responsibilities
<ul style="list-style-type: none"> • Ensure safe, quality programs for participants and staff • Assist Group Counsellors in the development of camp programs • Provide leadership to all campers • Assist in programming group activities and camper supervision • Models and comply with policies, procedures and employee expectations • Learns and develops skills appropriate to become a Group Counsellor • Other duties as assigned
Qualifications
<ul style="list-style-type: none"> • For Volunteers minimum of 16 years of age unless as completed LIT/CIT or a YMCA Youth Leadership program. • Attending or completing high school • Previous YMCA Day Camps or child and youth program experience is preferred
Training, Support and Time Commitment
<p>Ideally volunteers make a commitment of 2-3 weeks (Monday to Friday 8:30-4:30 pm)</p> <p>Assistant Counsellors are eligible to apply for up to 4 weeks of camp. Assistant Counsellors are volunteers and are compensated through an honorarium of \$100/week upon successful completion.</p>



Counsellor Positions

Positions available in:	Welland, St. Catharines, Grimsby, Beamsville, Niagara Falls, Fort Erie and Port Colborne
Contract Start/End:	March 16-20 2020 for March Break with trainings the first week of March. For Summer camp contracts start in May for orientations and training, full time training starts June 22 Camp runs June 29, 2020- September 4, 2020
Starting Wage:	\$13.15-\$14.00/hour plus YMCA Membership benefits from June-August
Hours per week:	Group Counsellors: 35-40 hours/week Break Counsellors: 15-25 hours/week Floater Counsellors: 15-40 hours/week

Group Counsellors are responsible for the safety, supervision and care of a group of 8 to 12 children. They will lead a variety of fun and exciting activities for the children in their group throughout the camp day, and ensure they have an amazing camp experience.

Break Counsellors are scheduled for a portion of the day to cover Group and Helping Hands counsellors during their break. Break staff are energetic and flexible staff that ensure campers experience no change in the scheduled program during the staff transition. Access to a reliable vehicle is an asset.

Floater Counsellors are assigned as a Group Counsellor to a specific camp for a day or a week to assist with high registration and/or time off. Floater Counsellors are dynamic individuals who can jump in to a variety of camps, and provide campers with a great experience. Access to a reliable vehicle is required.

All camp staff will

- Consistently communicate with parents and other team members to ensure a successful camp experience for everyone involved.
- Actively participate in programming and planning.
- Participate in active games, sports, swimming and other activities.
- Be energetic and flexible.
- Work as part of a team to ensure that everyone has a positive camp experience.
- Be looking to develop skills that are transferable to a variety of professional opportunities.

Qualifications:

- Experience working with children and/or youth is an asset
- Applicants must be 16 years of age or older
- Values driven individuals who make excellent role models for children and youth
- Experience working in day or residential camp is an asset
- Energy, enthusiasm and flexibility
- The ability to participate in physical activity (including swimming), and work in an outdoor environment in various weather conditions



Helping Hands Counsellor

Positions available in:	Welland, St. Catharines, Grimsby, Beamsville, Niagara Falls, Fort Erie and Port Colborne
Contract Start/End:	March 16-20 2020 for March Break with trainings the first week of March. For Summer camp contracts start in May for orientations and training, full time training starts June 22 Camp runs June 29, 2020- September 4, 2020
Starting Wage:	\$13.15-\$14.00/hour plus YMCA Membership benefits from June-August
Hours per week:	35-40 hours/week

Helping Hands Counsellors are responsible for working 1:1 with a variety of campers with developmental and behavioural needs. Helping Hands Counsellors are responsible for providing a safe and quality camp environment for their camper. Helping Hands Counsellors work with the Site Supervisor and Helping Hands Supervisors to work towards inclusion and integrating their camper into the camp community. Helping Hands Counsellors will work with Group Counsellors to provide developmentally appropriate activities within the camp program.

Qualifications:

- Experience working with children and/or youth with developmental and behavioural needs is required
- Values driven individuals who make excellent role models for children and youth
- Experience working in day or residential camp is an asset
- Energy, enthusiasm and flexibility
- CPI (Crisis Prevention) Training is an asset, training will be provided
- The ability to participate in physical activity including swimming, and work in an outdoor environment in various weather conditions

Responsibilities:

- Ensure YMCA Day Camp is an inclusive camp experience and to provide strategies to achieve this goal
- Plan and deliver programs for Day Camp participants following YMCA objectives
- Support campers with behavioural, physical, or developmental challenges
- Assist with program implementation and adaptation of activities to meet the needs of all campers in the group.
- Read, understand and apply information from camper profile
- Make quick decisions to ensure maximum participant integration and safety
- Understand and commit to confidentiality
- Greet parents/guardians each morning when they drop off children and at pick up
- Support and work as part of a staff/volunteer team by remaining flexible (willing to learn new skills, alter shifts)
- Responsible for the safety and security of staff and participants
- Respond to first aid and emergency situations as required and check for potential health and safety hazards at all times when on duty and complete incident reports when necessary

- Follow CPI Non-violent Crisis Intervention guidelines (when certified)

Leadership Positions

Qualifications:

- **Must be 18 years of age or older**
- At least two summer seasons of experience working with children or youth in a Day Camp and/or Residential Camp setting or equivalent
- Sound judgement and decision making skills
- Energy, enthusiasm and flexibility
- Experience planning and leading programs
- The ability to participate in physical activity (including swimming), and work in an outdoor environment in various weather conditions

Head Counsellors (Specialty Camps)

Positions available in:	Welland, St. Catharines, Grimsby, Beamsville, Niagara Falls, Fort Erie and Port Colborne
Contract Start/End:	March 16-20 2020 for March Break with trainings the first week of March. For Summer camp contracts start in May for orientations and training, full time training starts June 22 Camp runs June 29, 2020- September 4, 2020
Starting Wage:	Starting rate: \$14.33/hour plus YMCA Membership benefits from June- August
Hours per week:	35-40 hours/week

Head Counsellors are hired for specific camps such as Leader in Training, Counsellor in Training, You're the Chef, Youth Fit, etc. They will be responsible for providing leadership to that camp, program planning and implementation, and ensuring that all campers have a positive camp experience. As some Head Counsellor Positions move between cities access to a reliable vehicle is an asset.

Responsibilities:

- Plan and deliver programs for Day Camp participants following YMCA objectives
- Assist with program implementation and adaptation of activities to meet the needs of all campers in the group.
- Make quick decisions to ensure maximum participant integration and safety
- Understand and commit to confidentiality
- Support and work as part of a staff/volunteer team by remaining flexible (willing to learn new skills, alter shifts)
- Responsible for the safety and security of staff and participants
- Respond to first aid and emergency situations as required and check for potential health and safety hazards at all times when on duty and complete incident reports when necessary
- Follow CPI Non-violent Crisis Intervention guidelines (when certified)

Program Specialists

Positions available in:	Welland, St. Catharines, Grimsby, Beamsville, Niagara Falls, Fort Erie and Port Colborne
Contract Start/End:	March 16-20 2020 for March Break with trainings the first week of March. For Summer camp contracts start in May for orientations and training, full time training starts June 22 Camp runs June 29, 2020- September 4, 2020
Starting Wage:	Starting rate: \$14.33/hour plus YMCA Membership benefits from June- August
Hours per week:	35-40 hours/week

Program Specialists play a vital role at each camp site ensuring program quality and delivery for the camps located at that camp site. They will support Counsellors in leading program and also be responsible for delivering programming themselves at various points in the day. Program Specialists are responsible for ensuring all campers have a positive camp experience and supporting the camps on site as necessary.

Responsibilities:

- Skilled in teaching activities in variety of camp areas
- Provide input into staff meetings
- Provide support and guidance to all staff including the supervision of camp counselors and volunteers
- Oversee the development and execution of programs, activities and the schedule
- Assist the Site Supervisor with the day-to-day operations of camp
- Parent communication and child guidance
- Maintains high standards in program delivery, communication, coaching and mentoring of all staff assigned to program area
- Reports directly to the Site Supervisor
- Regular contact with staff, camp participants, parents, community agencies, and volunteers involved in the program
- Further support staff in the planning, supervision, and leading of activities when needed
- Follow CPI Non-violent Crisis Intervention guidelines (when certified)

Waterfront and Adventure Specialists

Positions available in:	Niagara Falls- Waterfront Specialist at Fireman's Park St. Catharines- Adventure Specialist at Burgoyne Woods Welland- Waterfront Specialist at Merritt Island
Contract Start/End:	Contracts start in May for orientations and training, full time training starts June 22 Camp runs June 29, 2020- September 4, 2020
Starting Wage:	Starting rate: \$14.33/hour plus YMCA Membership benefits from June- August
Hours per week:	Adventure Specialist: 35-40 hours/week Waterfront Specialist: 25-40 hours/week

Waterfront Specialist

YMCA Day Camps are looking to hire two Waterfront Specialists. Waterfront Specialists are required to hold their National Lifeguard certification and have canoeing experience.

Responsibilities:

- Skilled in waterfront activities/games
- Assists site supervisors and program specialists to ensure safety measures are met
- Maintains high standards of safety and risk management in delivery, communication of staff assigned to waterfront areas
- Assists with waterfront training to all waterfront staff
- Maintenance of the equipment (canoes, paddles, lifejackets, first aid, lifeguard tubes, etc)
- Further support staff in the planning, supervision, and leading of activities when needed

Qualifications:

- Standard First Aid and CPR C valid through summer 2018
- **NLS certification is required**
- NLS Waterfront training is an asset
- ORCA certification is an asset
- Previous YMCA camping or child and youth program experience is preferred

Adventure Specialist

Our Adventure Specialist is based out of Burgoyne Woods in St. Catharines. The Adventure Specialist provides leadership in archery, outdoor activities, arts and crafts and other nature-based activities.

Responsibilities

- Skilled in teaching activities in variety of camp areas, especially in Outdoor Education and Archery
- Provide support and guidance to all staff including the supervision of camp counselors and volunteers
- Oversee the development and execution of programs, activities, and the schedule
- Assist the Site Supervisor with the day-to-day operations of camp

Resource Support (Behavioural) Specialist

Positions available in:	<ul style="list-style-type: none"> • St. Catharines (March Break as well) and Niagara West • Niagara Falls, Welland, Port Colborne and Fort Erie
Contract Start/End:	<p>March 16-20 2020 for March Break with trainings the first week of March.</p> <p>For Summer camp contracts start in May for orientations and training, full time training starts June 22</p> <p>Camp runs June 29, 2020- September 4, 2020</p>
Starting Wage:	Starting rate: \$14.33/hour plus YMCA Membership benefits from June- August
Hours per week:	35-40 hours/week

Resource Support Specialists are assigned to work at various camp sites to support campers that may be having difficulty, or require additional support. Resource Support Specialists will provide camp staff with behaviour management strategies they can use to help ensure the success of all children in camp. Resource Support Specialists will work toward inclusion and developing strategies in partnership with the Helping Hands Supervisor. Successful applicants will have experience supporting children with developmental and behavioural needs, coaching others in a positive and strength-based way. Access to a reliable vehicle is recommended but not required.

Qualifications:

- Experience working with children and/or youth with developmental and behavioural needs is required
- Values driven individuals who make excellent role models for children and youth
- Experience working in day or residential camp is an asset
- Energy, enthusiasm and flexibility
- CPI (Crisis Prevention) Training is an asset, training will be provided
- The ability to participate in physical activity including swimming, and work in an outdoor environment in various weather conditions

Responsibilities:

- Ensure YMCA Day Camp is an inclusive camp experience and to provide strategies to achieve this goal
- Coach staff to help support campers with behavioural, physical or developmental challenges
- Assist with program implementation and adaptation of activities to meet the needs of all campers in the group.
- Read, understand and apply information from camper profile
- Make quick decisions to ensure maximum participant integration and safety
- Understand and commit to confidentiality
- Greet parents/guardians each morning when they drop off children and at pick up
- Responsible for the safety and security of staff and participants
- Respond to first aid and emergency situations as required and check for potential health and safety hazards at all times when on duty and complete incident reports when necessary
- Follow CPI Non-violent Crisis Intervention guidelines (when certified)

Senior Leadership Positions

Camp Administrator (Seasonal)

Positions available in:	Working primarily out of the Day Camp Office at the Walker Family YMCA
Contract Start/End:	Contract runs approximately April to mid September Camp runs June 29 2020- September 4 2020
Starting Wage:	Starting rate: \$14.42/hour plus YMCA Membership benefits from June- August
Hours per week:	25-40 hours/week; Days of work will vary depending on training and hiring (some evenings and weekends will be required)

Qualifications:

- Minimum 2 years administrative or customer service experience
- Strong verbal and written communication skills
- Sound judgement and decision making skills
- Strong organizational skills, ability to multi task, and thrive in a busy work environment
- Energy, enthusiasm and flexibility
- Applicants must be a minimum of 18 years of age
- Proficient using Microsoft Word, Excel, and web based programs
- Knowledge of the Unison registration program and Camp Brain software is an asset
- Knowledge of YMCA of Niagara Day Camp programs is an asset

Responsibilities:

- Assist with promotion and marketing of Day Camps across the Niagara Region
- Support and trouble shoot the registration process including refund requests and invoicing.
- Track and compile reports and statistics for the use of the YMCA and its partners
- Answer phone calls and emails and return inquiries in a timely manner
- Communicating to various camp sites throughout the Niagara Region
- Manage and update the staff tracking lists, time off requests and schedules
- Timely and effectively communicate with camper families
- Assist with the hiring and recruitment of camp staff as required
- Assist with the payroll process
- Complete additional administrative projects as required
- To greet, welcome and serve members, volunteers, participants and parents with prompt courteous service
- To act as a liaison while on duty to prevent or resolve problems
- To support and work as part of a staff/volunteer team by remaining flexible (willing to learn new skills, alter shifts)
- To act as part of a team to ensure the safety and security of staff and participants
- Generating Day Camp statistics, and set up automated camper calls on a weekly basis

Site Supervisor

Positions available in:	St. Catharines: Grapeview School – March Break Camp Adventure Specialist at Burgoyne Woods – Summer Camp Niagara Falls- Waterfront Specialist at Fireman’s Park – Summer Camp Welland- Waterfront Specialist at Merritt Island- Summer Camp
Contract Start/End:	March 16-20 2020 for March Break with trainings the first week of March. For Summer camp contracts start in May for orientations and training, full time training starts June 22 Camp runs June 29, 2020- September 4, 2020
Starting Wage:	Starting rate: \$15.35/hour plus YMCA Membership benefits from June-August
Hours per week:	35-42.5 hours/week

Site Supervisors are responsible for the day to day operations and management of the camps running at their site. This includes site set up, staff training, program quality, communication with parents, problem solving, scheduling and supervision of staff. Site Supervisors will maintain open and positive communication with community partners and organizations as well as the YMCA branches.

Qualifications:

- Minimum 2 years Post-Secondary Education
- Values driven individuals who make excellent role models for children and youth
- Sound judgement and decision making skills
- Energy, enthusiasm and flexibility
- CPI (Crisis Prevention) Training is an asset, training will be provided
- Minimum 2 years’ experience in Day or Residential Camping
- Previous experience motivating, leading, supervising and coaching staff
- Minimum 2 years Post-Secondary Education
- Class G driver’s license and reliable transportation is preferred but not required

Responsibilities:

- Co-ordinates programs and ensures safe, quality programs for participants and staff
- Provides staff supervision including training and performance evaluations of camp counselors
- Assists with all aspects of the operation of camp (registration, parent liaison, promotion, set up and camp closing)
- Provides leadership to all staff training and upholds YMCA policies and procedures
- Reports directly to the Coordinator and Manager of Day Camp
- Ensures that there is sufficient supplies and equipment for the delivery of the program
- Provides direct supervision to all staff on site and leads weekly staff meetings
- Ensures Coordinator/Manager are informed of any serious occurrences/complaints about camp
- Ensures that all staff on site adhere to Policies and Procedures developed by the YMCA
- Makes immediate decisions to ensure safety and reacts accordingly to a crisis
- Is able to address parental concerns and ensure maximum customer satisfaction



- Maintains regular contact with staff, camp participants, parents, community agencies and volunteers involved in program
- Other duties as assigned

Helping Hands and Resource Support Supervisor

Positions available in:	St. Catharines and Niagara West Niagara Falls, Welland, Port Colborne and Fort Erie
Contract Start/End:	Contracts start in May for orientations and training, full time training starts June 22 Camp runs June 29, 2020- September 4, 2020
Starting Wage:	Starting rate: \$15.35/hour plus YMCA Membership benefits from June- August
Hours per week:	35-40 hours/week

Helping Hands and Resource Support Supervisors are responsible for overseeing the successful inclusion of children and youth with developmental or behavioural considerations into the Day Camp environment. They will directly supervise a team of Helping Hands Counsellors and Resource Support Specialists, provide strategies, communicate with parents, develop and implement behaviour plans. They will also work alongside camp partners.

Qualifications:

- Values driven individuals who make excellent role models for children and youth
- Sound judgement and decision making skills
- Energy, enthusiasm and flexibility
- Minimum 2 years' experience in Day or Residential Camping
- Previous experience motivating, leading, supervising and coaching staff
- Minimum 2 years Post-Secondary Education
- CPI (Crisis Prevention) Training is an asset, training will be provided
- Significant experience working with children with special needs in a variety of settings
- Previous YMCA camping or child and youth program experience is preferred
- Extensive knowledge of integrated recreation setting and how to achieve them
- Class G driver's license and reliable transportation **is required**

Responsibilities:

- Provides staff supervision including training and performance evaluation of Helping Hands counselors
- Provide assistance with the development and maintenance of an inclusive camp program
- Assists with all aspects of the operation of camp (parent liaison, promotion, set up)
- Provide leadership to all staff training and leads weekly staff meetings
- Ensure there is sufficient supplies and equipment for the delivery of an inclusive program; communication aids, adaptive equipment
- Works to address possible areas of concern in a proactive manner; minimizing the disturbance to the camp program and the child's experience
- Ensures that all staff on site adhere to Policies and Procedure developed by the YMCA
- Makes immediate decisions to ensure safety and reacts accordingly to a crisis
- Is able to address parental concerns and ensure maximum customer satisfaction
- Maintains regular contact with staff, children, parents and community agencies involved in program

Regional Supervisor

Positions available in:	St. Catharines, Niagara West, Niagara Falls, Welland, Port Colborne and Fort Erie. Travel will be required between all six cities.
Contract Start/End:	Full time: April 27- mid September 2020 Camp runs June 29, 2020- September 4, 2019. Evenings and weekends required in May and June for training, Monday to Friday for the most part in July and August.
Starting Wage:	\$17.00/hour plus YMCA Membership benefits from June- August
Hours per week:	Approx 42.5 hours/week

YMCA Day Camp is seeking three Regional Supervisors for summer 2019. Regional Supervisors oversee camps in a designated city or geographical region and will provide oversight in one of the following aspects of camp: camp promotion and family engagement, staff recruitment and hiring, staff training, or program planning.

Qualifications:

- Post-secondary degree or diploma in recreation and leisure, child and youth studies, education or related field
- **Minimum** 2 years' experience as a camp Site Supervisor or equivalent
- **Minimum** 2 years' experience supervising a team of staff or volunteers
- CPI (Crisis Prevention) Training is an asset, training will be provided
- Knowledge of Ontario Camping Association is an asset
- Sound judgement and decision making skills
- The ability to provide leadership, encouragement and coaching for teams of staff
- Energy, enthusiasm and flexibility
- Class G driver's license and reliable transportation

Responsibilities:

- Be an active member of the Day Camp senior leadership team that supervises approximately 150 seasonal team members.
- Oversee a number of camp sites located throughout the Niagara Region or a specific aspect of camp.
- Act as a team leader to direct, support, and assist other team members in the delivery of excellent customer service.
- Build quality relationships with camp partners and YMCA camp staff.
- Provide leadership in building a productive happy team that provides members with quality programming opportunities.
- Supervise and coach team members to ensure that YMCA Day Camp objectives are being met.
- Assist Site Supervisors with problem solving at their camp sites as well as with the hiring, training and coaching of camp staff.
- Assist with program development and promotion of camps.
- Work with the Camp Leadership team to take action on poor staff performance and implement performance reviews.
- Assess conflict situations and exercise good judgment in recommending solutions.

- Respond to and handle parent concerns and questions in a timely manner.
- Model excellent customer service and leadership behaviors.
- Ensure Ontario Camping Association Standards are followed at the camp sites
- Greet, welcome and serve members, volunteers, participants, and parents with prompt courteous service.
- Support and work as part of a staff/volunteer team by remaining flexible (willing to learn new skills, alter shifts)
- Provide leadership as situations occur and lead investigations as necessary.
- Maintain strong communication with camp parents, staff and volunteers in person, by phone and via email.
- Act as a liaison between the Day Camp team and other YMCA departments.
- Respond to first aid and emergency situations as required
- Ensure that program areas are kept safe, clean and organized.
- To check for potential health and safety hazards at all times when on duty and complete incident reports when necessary.
- Follow CPI Non-violent Crisis Intervention guidelines (when certified)