



Camp Twin Lakes

Program Manager

Job Description

Title: Program Manager

Status: Professional – Full Time

Department: Program

Reports to: Camp Director

Camp Twin Lakes (CTL) provides year-round therapeutic camping programs for children, adolescents, adults, and families living with serious illnesses, disabilities, and life challenges. Camp Twin Lakes hosts camps at two fully accessible and medically supportive campuses, located in Rutledge and Winder, Georgia. Additionally, camp-to-go programs are offered in local Children's hospitals, rehab centers, and community resource organizations. Camp Twin Lakes partners with more than 60 local non-profit organizations, each serving a specific diagnosis. For more information, please visit our website at www.camptwinlakes.org.

General Responsibilities

The Program Manager is responsible for all programmatic oversight and coordination of activity-based programs and residential components of campers, staff, and volunteers. The Program Manager will lead efforts in managing campers, staff, and volunteers, overall implementation of the camp experience, design staff/volunteer recruitment and training efforts, and serve as a liaison to camp partners for program planning purposes. The Program Manager will supervise the Activities Coordinator and Residential Life Coordinator along with support in supervision of their staff/volunteers. Position is based in Winder, Georgia with some travel to Atlanta and Rutledge required.

Specific Responsibilities

- Supervise the Activities Coordinator and the Residential Life Coordinator in conjunction with their staff to meet the programmatic needs of all Partners and User Groups at Camp Twin Lakes.
 - Provide guidance and support to the program and residential staff teams by assisting with staff management, problem solving, camper engagement, etc.
- Develop and implement a system for recruiting and hiring program and residential staff/volunteers.
- Make employment and termination decisions including interviewing, hiring, evaluating, and disciplining staff/volunteer personnel, in conjunction with the Camp Director.
- Be knowledgeable of camp policies regarding personnel and administer prompt, fair, and consistent corrective action for all violations of company policies, rules, and procedures.
- Ensure adequate safety training as required for program staff/volunteers within program and cabin life specific procedures, First Aid, CPR, lifting and carrying objects, and handling hazardous materials.
- Support staff/volunteer engagement, recognition, and retention efforts through intentional program offerings.
- Assess, co-facilitate, and evaluate CTL's Impact and Outcome Measures.
- Lead program development and creativity, along with schedule creation based on Outcome Measures.
- Manage budgets within the program department.
- Support the facilitation of American Camp Association standards and the accreditation process, ensuring safety in all program areas, as well as general areas of camp.
- Align staff and volunteer trainings to meet the goals, outcomes, and requirements of Camp Twin Lakes through carrying out pre-camp and in-service staff/volunteer trainings.
- Assume duties of Camp Director during their absence.

- Assist Camp Director in enforcing camp policy.
- Lead and champion modification and enhancement of all program aspects.
- Create and implement supplementary program offerings for campers during all camp activities, off season family-based programs, and opening/closing ceremonies.
- Evolve current camper residential engagements to an all-inclusive campsite model. Including recruitment, onboarding, medical supports, program implementation, etc.
- Evaluate all programs, staff, and systems on an ongoing basis for total quality improvement.
- Alongside the Camp Director, assist with coordination of the Partner and User Group's use of camp with Site and Facilities and Food Service Staff one week prior to said use, regarding, but not limited to:
 - Schedules
 - Housing and Facilities needed
 - Numbers of participants
- Serve as a liaison to Partner Camp Leadership during planning and program implementation to ensure a cohesive and desired product.
- Build positive relationships with Partner Camp Leadership to ensure positive collaboration and problem-solving support between organizations.
- Verify that all programmatic areas and residential cabins meet the guidance of the American Camp Association, Health Department, and Camp Twin Lakes procedures, including updating such procedures with changing COVID-19 guidance.
- Maintain proper records as required.
- Be ready to assume any staff positions if a leader is ill or unable to perform duties.
- Ability to serve in an on-site duty rotation throughout camp sessions.
 - On-site duty rotations may include serving in additional/cross trained roles including but not limited to supervising, serving as, or implementing program activity areas, food service operations, and/or site and facilities operations.
 - Summer (mid-May through mid-August): reside on-site for program duration including varying hours for the duration of the camp session
 - Off Season (mid-August through mid-May): participate in an on-site duty rotation for assigned camp sessions; including weekend-based camp sessions, with some occasional weekday camp sessions
- Attends all scheduled employee meetings and brings suggestions for improvements.
- Serve as a team player within and across Camp facilities, including other duties as assigned.
- Manage the program team's daily operations and create a working environment that adheres to Camp Twin Lake's values of safety and accountability, trust and respect, people centered, inclusive, and collaboration.

Essential Functions

Must be able effectively supervise professional and part-time/seasonal staff through effective leadership, guidance, and communication. Must provide oversight of general human resources support for supervised staff. Must have strong organizational skills and project implementation to get large scale projects and camp sessions completed. Must also be able to lift/unload/move supplies; determine cleanliness of program and general camp areas; assess condition and quality of programs and camper experiences. Must be knowledgeable and ensure execution of applicable standards of the American Camp Association, local and state laws/regulations, and Camp Twin Lakes policy. Must be able to participate in educational/training sessions (i.e., conferences or certification courses, including some occasional travel) to provide advance certification and training to full-time and seasonal staff/volunteers. Ability to utilize a computer, including standard Microsoft Office products. Must be able to work extended hours/days during summer camping season, and weekends throughout the year.

Desired Qualifications

- Minimum of three (3) years of leadership experience in camp or youth serving organizations is required.
- Organized, detail-oriented team player.

- Ability and desire to work in a camp setting.
- Aptitude to work with a minimum of supervision.
- Supervisory skills in leading a team.
- Ability to relate well to others.
- Capability to support camper development and behavior management.
- Willingness to support psycho-social needs of staff and campers.
- Experience in both overall program implementation and activity development.
- Understanding of importance of evaluative tools and processes to ensure program success.
- Good character, integrity, adaptability, and enthusiasm.
- Aptitude to enhance one's education and training for any perceived area of deficit.
- Certification in field of study preferred.
- Training in high & low ropes activities, along with lifeguard certification or lifeguard trainer certification is a plus.
- Experience with UltraCamp Management Software or similar CMS is a plus.
- Knowledge and understanding of American Camp Association standards is a plus.

Education, Certifications, & Licenses

A minimum of a bachelor's degree in recreation therapy, recreation, child development, education, or related field. Certification in a field of study preferred (CTRS or CCLS). Must have a valid Georgia Driver's License with a clean motor vehicle record. Must be certified in Level 1 or 2 high ropes training and/or lifeguard or lifeguard trainer upon hiring or be able to achieve certification within first 90 days of employment. Preference for employment and advancement will be given to candidates currently certified in Level 1 or 2 high ropes training and/or lifeguard or lifeguard trainer. Current CPR/First Aid certification is required or must be obtained within the first 90 days of employment.

Interested applicants should submit a cover letter and resume to careers@camptwinlakes.org

Camp Twin Lakes provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, status as a covered veteran, or any other protected class in accordance with applicable federal, state, and local laws. Camp Twin Lakes complies with applicable federal, state, and local laws governing non-discrimination in employment in every location in which Camp Twin Lakes has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.