

Camp Cole Job Description

Position: **Programs Manager**

Reports to: Executive Director and Director of Operations

Position Purpose:

The Programs Manager advances the mission of Camp Cole by overseeing the planning, implementation, and evaluation of all camp and retreat programs. This role provides strategic direction, leadership, and operational management to ensure that every Camp Cole program is safe, inclusive, mission-driven, and impactful. The Programs Manager supervises program staff, ensures compliance with ACA standards, and fosters relationships with campers, families, and community partners.

Essential Job Functions:

Program Leadership & Development

- Lead, design, and oversee all Camp Cole-directed programs, retreats, and partner programs.
- Ensure all programs align with Camp Cole's mission and values, focusing on inclusion and positive camper experiences.
- Oversee the development of program curricula, activities, and event plans in collaboration with the Programs team.
- Create and implement new camp initiatives that expand Camp Cole's reach and community engagement.
- Review and approve camp plans, lesson outlines, and schedules submitted by the Directed Programs Lead and Programs Coordinators.
- Ensure compliance with all ACA standards, safety regulations, and risk management policies.
- Serve in an on-call rotation for after-hours or emergency needs.

Staff Supervision & Development

- Supervise, train, and evaluate program staff including the Programs Coordinators, Directed Programs Lead, and seasonal team members.
- Oversee recruitment, hiring, onboarding, and coaching of counselors and volunteers.
- Conduct regular team meetings, evaluations, and mentoring sessions to ensure professional growth.
- Develop and lead pre-season and mid-season staff training programs.
- Foster a positive and collaborative work environment centered on Camp Cole's mission and culture.

Program Operations & Administration

- Manage day-to-day program operations, logistics, and scheduling throughout the year.
- Oversee program registration systems, data accuracy, and camper assignments.
- Approve and monitor program-related expenditures and staff credit card use.
- Maintain accurate records for program attendance, incident reports, and staff certifications.
- Ensure that program areas and equipment are properly maintained and inventoried.

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Camper, Family, and Partner Relations

- Serve as the primary point of contact for camper families and community partners regarding programming.
- Build strong, ongoing relationships with organizations that partner with Camp Cole.
- Oversee camper recruitment and retention strategies for both directed and partner programs.
- Address camper, parent, and staff concerns promptly and professionally.
- Ensure that all communication reflects Camp Cole's values of compassion, safety, and inclusion.

Evaluation & Continuous Improvement

- Collect and analyze feedback from campers, staff, and partners to assess program quality and effectiveness.
- Implement measurable improvements in programming based on evaluations and observations.
- Track and report key performance indicators (KPIs) for all programs to leadership.
- Support grant reporting and fundraising efforts by providing accurate program data and success stories.

Other Job Duties:

- Attend staff meetings with Camp Cole Leadership.
- Maintain clear and positive written and verbal communication with all camp staff and partner camp staff.
- Participate enthusiastically in all camp activities, providing support and guidance to those assigned as leaders.
- Participate as a member of the camp staff team to deliver and supervise evening programs, special events, overnights, and other all-camp activities and camp functions.
- Provide ongoing program ideas to counselor and program staff.

Relationships:

Program Managers often have direct relationships with the program staff, partner camp staff, and leadership teams.

Equipment Used:

Specific equipment and facilities relative to each Signature Program.

Preferred Qualifications: (Qualifications and Experience)

- Experience in administrative roles in similar programs
- Experience in the development and delivery of programs and activities for diverse populations.
- Current instructional certification in lifeguard management or related experience.
- Current certification in adult and pediatric first aid and CPR.

Knowledge, Skills, and Abilities:

- Training and experience in teaching programs to adults and children.
- Desire and ability to work with children outdoors.

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Physical Aspects of the Position:

- Ability to communicate and work with groups participating (age, illness, disability, or life challenge) and provide necessary instruction to campers and staff.
- Ability to observe camper behavior, assess its appropriateness, enforce appropriate safety regulations and emergency procedures, and apply appropriate behavior-management techniques.
- Ability to observe staff behavior, assess its appropriateness, enforce appropriate safety regulations and emergency procedures, and apply appropriate management techniques.
- Visual and auditory ability to identify and respond to environmental and other hazards related to the activity.
- Physical ability to respond appropriately to situations requiring first aid. Must be able to assist campers in an emergency (fire, evacuation, illness, or injury) and possess strength and endurance required to maintain constant supervision of campers.

Some physical requirements of a program position could be endurance including standing, some bending, stooping, and stretching. Requires eye-hand coordination and manual dexterity to manipulate program equipment and program activities. Requires normal range of hearing and eyesight to record, prepare, and communicate appropriate camper activities/programs. Willingness to live in a camp setting and work irregular hours delivering programs in the facility available. Operate with daily exposure to the sun and heat and varying weather conditions.