

Roundup River Ranch Camper Recruiter

Reports To: Medical Director

Position Summary:

The purpose of the position of camper recruiter is to facilitate the attendance of campers in identified pediatric condition groups through outreach and awareness; collaboration with partners; production and distribution of applications and informational materials; communication with campers, parents and health professionals; and coordination with camp program and medical staff. The camper recruiter is the primary point of contact between Roundup River Ranch and the campers and their families when camp is not in session.

This position is not residential. It requires some flexibility in days worked and time of day worked to ensure oversight of camper arrival and departure and to maintain open lines of communication and follow up during transportation of campers to and from camp. Proficient computer skills, including previous database management, are a requirement. A Bachelor's degree is required.

Key Responsibilities:

Outreach

- Work with partners to reach existing constituency, expand prospective camper base, and distribute information
- Coordinate with pediatric facilities for presence on clinic days
- Cultivate relationships with social workers, nurses and other health professionals
- Create and maintain list of contacts at hospitals and treatment centers
- Respond to requests for information from the general public and physician referrals
- Meet with appropriate personnel at partner agencies

Camper Applications

- Design and produce online application forms for each condition group and/or session
- Design and produce auxiliary materials for application packet (letters, checklists, guidelines, etc.)
- Oversee translation of materials when necessary
- Coordinate with partners where applicable on final contents of application packet
- Provide link to online application to partner groups and health professionals and support them in filling out the applications as needed
- Provide printed applications to partner groups, medical providers and applicants who do not have computer access or cannot fill out the online application.
- Respond to inquiries from parents and partners regarding the application process and support them in filling out the applications
- Manage camper accounts via the database and receive supplemental medical forms and all mailed materials
- Follow up with parents and/or health professionals to obtain missing information (immunizations, health insurance, emergency contacts, etc.)
- Compile and print completed camper applications
- Provide completed application materials to the medical and camp teams for review and acceptance
- Track campers accepted, declined and waitlisted

- Develop and email or mail out welcome packets to incoming campers and or families, including medical information update forms, arrival and departure information, what to bring list, code of conduct, permission forms, etc.
- Contact parents prior to camp to confirm camper attendance, mode of transportation and answer questions

Transportation

- Assess transportation needs for sessions and coordinate all aspects of transportation for each session
- Communicate with camp director about resources for transportation
- Research transportation options and costs
- Secure central pick up and drop off locations
- Communicate with camp director concerning the number of counselor staff needed to chaperone during transportation of campers to and from camp
- Provide the designated chaperones with the appropriate medical information, emergency information, protocols and supplies, and guardian contact information
- In collaboration with the nursing director, provide a checklist to be used during transportation check-in between parents/guardians and chaperones to ensure that campers have all necessary medications and medical supplies prior to boarding the bus or plane

Camper Arrival

- Create specific arrival process for each camp session; coordinate with medical director, nursing director, and camp director and be present on site for camper arrival
- Request appropriate counselor staff for check in, activities, and escorts in coordination with the camp director
- In coordination with the camp director and nursing director, create and distribute all check-in materials, including rosters, name tags, luggage tags and pharmacy labels
- Greet parents and campers; respond to needs or questions that arise
- Direct flow through The Depot in collaboration with the camp director/medical director
- Communicate with camp director and medical director as appropriate about any issues that arise before, during or after transport
- Confirm that all enrolled campers have checked in; call parents/guardians of those who have not arrived.
- Make a courtesy call to parents/guardians of all campers that arrive by any transportation method other than private vehicle, to let them know that the camper arrived safely
- Provide updated camper lists to camp director and medical director.

Camper Departure

- Create specific departure process for each camp session; coordinate with nursing director, medical director and camp director and be present on site for camper departures.
- Call parents to remind them of pick up time at close of camp and confirm mode of transportation
- Request appropriate counselor staff for departure day
- Communicate to camp director the food and beverage needs from kitchen for campers traveling by bus or airplane
- Inform camp director of counselors needed to accompany campers traveling by bus or plane
- In coordination with the camp director or designee, create and distribute luggage tags to route campers bags to appropriate locations
- Check campers on to buses; confirm that all campers are accounted for

- In collaboration with the camp director or designee, direct parents through the medical center to collect campers' medications

Post Sessions Process

- Review and document arrival and departure day and transportation procedures from sessions and make recommendations for any changes
- Review camper application forms for each session; revise as needed, in conjunction with camp and medical teams and partner groups where applicable
- Reorganize camper files to maximize storage; properly dispose of confidential materials
- Meet with partner groups as needed for camp wrap-up
- Participate in evaluation of camp sessions
- Send out end of session surveys to campers, parents/guardians, and families. (These surveys will be created by and returned to the camp director.)

Administrative

- Work to maintain an effective camper database program
- Record all camper information in database
- Provide demographic information as needed to development, medical and program departments
- Reference data for development and enhancement of relationship between Roundup River Ranch and its constituency

General

- Assist as needed with Roundup River Ranch events
- Provide a safe and welcoming environment at all times
- Serve as a reassuring presence to parents
- Other duties as assigned

Please submit cover letter and resume to Adrienne Rackley at Adrienne@roundupriverranch.org. Subject line should reference Camper Recruiter Opening.