

Executive Officer of Camps & Programs Camp Quality USA



Reports To: Chief Executive Officer

FLSA Status: Exempt

Position Type: Full-Time

Expected Hours of Work: 40 hrs/wk must be available Monday- Friday standard business hours

ORGANIZATION OVERVIEW

Camp Quality USA is a nonprofit organization dedicated to bringing positivity, fun, and laughter to children facing cancer and their families. Through residential camps, year-round programs, and community events, we create supportive environments where children can experience the joy of childhood while building resilience and lasting friendships. Our data management needs are complex and sensitive, requiring secure handling of medical information, donor data, volunteer records, and program outcomes to ensure effective service delivery and organizational growth.

SUMMARY

The Executive Officer of Camps & Programs serves as the senior executive responsible for leading the strategic development, implementation, and oversight of all Camp Quality USA programs nationally. This leadership role ensures the delivery of high-quality, evidence-based services that address the unique psychosocial, emotional, and developmental needs of children with cancer and their families while managing organizational fundraising, compliance, volunteer engagement, and operational excellence across all regional programs.

KEY RESPONSIBILITIES

Strategic Program Leadership & Development

- Develop and execute comprehensive program strategy aligned with Camp Quality USA's mission, vision, and strategic goals
- Lead long-term program planning and expansion initiatives to serve more children and families nationally
- Establish program goals, objectives, and key performance indicators to measure impact and effectiveness
- Stay current with research and best practices in pediatric oncology support, psychosocial care, and therapeutic recreation
- Represent Camp Quality USA at national conferences, professional meetings, and community events

Financial Management & Fundraising

- Oversee fundraising/development budget and goals of all camps and programs nationally
- Develop, monitor and manage annual program budget, ensuring efficient allocation of resources across all regions
- Manage assigned major donor and corporate portfolio, including donor solicitation and stewardship
- Collaborate with Director of Development on grant applications and fundraising proposals
- Assist with the creation of the annual budget for Camp Quality USA
- Ensure cost-effective program delivery while maintaining quality standards

Program Operations & Quality Assurance

- Oversee all Camp Quality USA programs including residential camps, day camps, hospital programs, family retreats, and sibling support programs across all regions
- Supervise and administer state and federal compliance, as well as industry best practices including potential ACA accreditation, Gold Ribbon accreditation
- Develop and maintain comprehensive program policies, procedures, and safety protocols



- Lead program evaluation initiatives, including outcome measurement, participant feedback, and impact assessment
- Implement continuous quality improvement processes based on evaluation findings and best practices
- Oversee equitable distribution of resources in support of camps and programs, and adherence to program standards driven by desired outcomes

Volunteer Management & Engagement

- Oversee the development and implementation of comprehensive national volunteer recruitment, retention, and recognition strategies
- Oversee volunteer screening, background check processes, and onboarding procedures across all regions
- Oversee the design and deliver volunteer training programs covering child development, grief support, medical considerations, safety protocols, and program activities
- Establish volunteer position descriptions, performance expectations, and evaluation processes
- Oversee creation of recognition programs to acknowledge contributions and encourage retention
- Develop volunteer communication systems and feedback mechanisms
- Oversee volunteer database management and tracking systems
- Manage volunteer risk management protocols and ensure compliance with organizational policies
- Foster volunteer leadership development and succession planning
- Establish partnerships with volunteer recruitment organizations and community groups

Team Leadership & Personnel Management

- Supervise and lead all area/regional personnel, encompassing tasks such as recruitment, onboarding, training, and performance management
- Conduct regular performance evaluations, goal setting, and professional development planning for direct reports
- Design and deliver ongoing training programs for staff and volunteers on topics including child development, grief support, medical considerations, and program activities
- Foster a collaborative, supportive team environment that promotes innovation and excellence
- Oversee intercompany training and support across all regions

Partnership & Stakeholder Relations

- Build and maintain strong relationships with pediatric oncology teams, hospitals, and healthcare facilities nationally
- Develop new hospital partnerships in collaboration with other staff for camper/family referrals, volunteer recruitment, and community awareness
- Collaborate with medical professionals to ensure programs complement medical treatment plans
- Serve as primary liaison with healthcare partners for program referrals and coordination
- Engage with families, participants, and community stakeholders to gather feedback and build support

Risk Management & Safety

- Develop and implement comprehensive risk management protocols for all programming activities
- Oversee adherence to risk management and insurance requirements across all programs
- Ensure staff and volunteers are trained in emergency procedures, first aid, and crisis intervention
- Maintain current knowledge of safety regulations, liability issues, and insurance requirements
- Conduct regular safety audits and incident reporting procedures
- Coordinate with medical professionals on health and safety considerations for participants with compromised immune systems



Organizational Leadership & Administration

- Demonstrate psychological safety competencies, fostering an inclusive environment across the organization
- Collaborate in devising and executing operational initiatives promoting equity, diversity, inclusion, belonging, and accessibility
- Acts as a valuable resource and support hub for the entire organization
- Supervise all aspects of Camp Quality USA's website relating to camps and programs
- Maintain content and updates of pertinent Camp Quality USA manuals, policies, procedures, and training related to camp and program operations
- Work collaboratively with team members to produce an annual impact report
- Participate in Board of Directors and committee meetings upon request and serve as liaison on board committees
- Enhance community awareness and comprehension of Camp Quality USA
- Uphold rigorous confidentiality standards of all information
- Regularly attend staff meetings and required events

PERFORMANCE METRICS

Program Quality & Outcomes

- Participant Satisfaction: Ensure the implementation of program pillars and outcomes designed to improve participant satisfaction.
- Outcome Measurements: Demonstrate measurable improvement in participant psychosocial wellbeing through pre/post assessments

Operational Excellence

- Program Capacity: Meet or exceed annual program enrollment targets (specific numbers set annually)
- Quality Assurance: Maintain 100% compliance with ACA standards and pass all accreditation reviews
- Program Efficiency: Operate programs within 5% of approved budget allocations

Financial Performance

- Fundraising Goals: Lead the department in achieving or surpassing (collective) annual fundraising goals that sustain program operations.
- Budget Management: Maintain department program expenses within 5% of approved annual budget
- Cost Per Participant: Achieve target cost-per-participant metrics while maintaining program quality

Strategic Growth & Development

- Program Expansion: Successfully launch 1-2 new program initiatives annually as approved by leadership
- Partnership Development: Develop and maintain healthcare facility and community referral partnerships
- Best Practices Integration: Implement 2-3 evidence-based program improvements annually
- Professional Development: Complete 20+ hours of professional development annually and share learnings with team

Team Leadership & Development

- Team Engagement: Foster a positive, high-performing team culture through consistent leadership and engagement
- Team Development: Provide 40+ hours of training and development opportunities for program staff annually
- Succession Planning: Maintain documented succession plans for all key program positions



Stakeholder Relations

- Program Engagement: Achieve 30%+ participation in program feedback and evaluation activities
- Community Presence: Represent organization at 3+ professional meetings, conferences or community events annually for networking
- Collaboration: Demonstrate effective cross-departmental collaboration
- Compliance & Risk Management
- Accreditation Status: Successfully maintain all required accreditations (ACA, Gold Ribbon, etc.)
- Insurance Claims: Maintain claims ratio below industry benchmark

Review Schedule

- Weekly: One-on-one with Chief Executive Officer
- Monthly: Financial and program metrics review
- Quarterly: Comprehensive performance assessment
- Annual: Full evaluation with goal setting.

SUPERVISORY RESPONSIBILITY

This position has supervisory responsibility for all Territory Director(s) of Camps & Programs, Manager of Volunteer Engagement, and Support Manager of Camps & Programs.

WORK ENVIRONMENT

Hybrid work environment, encompassing both home office/remote setting and outdoor conditions, involving exposure to varying temperatures such as heat, cold, wet/humid and dry/arid conditions. The employee must be adaptable to, environmental allergens, including but not limited to dust, mold, and pollen. The typical noise level in the work environment is moderate.

Physical Demands

While executing job responsibilities, the employee will frequently engage in verbal communication and auditory tasks. The role demands specific visual capabilities, encompassing close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Additionally, the employee will routinely handle items, involving lifting and/or moving objects weighing up to 50 pounds. This dynamic role involves regular physical activity, including reaching, standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing stairs. The employee will frequently navigate outdoor environments on uneven ground. Additionally, the position necessitates extended periods of desk sitting, coupled with significant computer use.

Travel

Limited travel is required to attend programs, events, and meetings, or visit other departments. Travel requirement is 30%.

REQUIRED QUALIFICATIONS

Education & Experience

- Bachelor's degree in related field or comparable experience
- Minimum 7-10 years of progressive program management experience with at least 7 years in senior leadership roles
- Demonstrated experience in nonprofit fundraising and budget management (\$1M+ budgets)
- Background working with pediatric populations, preferably children with serious medical conditions



- Experience in camp administration, therapeutic recreation, or healthcare program management
- Proven track record in multi-site program oversight and staff management
- Experience with program evaluation, outcome measurement, and quality improvement initiatives
- Knowledge of psychosocial impacts of childhood cancer on patients and families

Skills & Competencies

- Exceptional leadership and team management abilities across multiple locations
- Strong strategic thinking and program development skills
- Advanced financial management and fundraising experience
- Excellent written and verbal communication skills
- Proficiency in budget development and financial analysis
- Experience with data analysis and program evaluation methodologies
- Knowledge of grant writing and major gift solicitation
- Understanding of risk management and safety protocols for youth programs
- Proficiency in Microsoft Office Suite, database management systems, and CRM platforms
- Experience with compliance management and accreditation processes

Personal Attributes

- Deep commitment to Camp Quality USA's mission and values
- Sensitivity and empathy for children and families facing serious illness
- Ability to remain calm and effective under pressure
- Strong problem-solving and decision-making capabilities
- Is open to learning about and respecting different cultures, experiences, and viewpoints
- Participates in and supports company-wide DEI initiatives.
- Flexibility to work evenings, weekends, and travel as required
- Physical ability to participate in camp activities as needed
- Demonstrated emotional intelligence and psychological safety competencies

PREFERRED QUALIFICATIONS

- Master's degree in relevant field
- Certification in nonprofit management, camp administration, or fundraising
- Experience with American Camp Association (ACA) accreditation processes
- Previous experience working with volunteers and community partnerships
- Advanced knowledge of fundraising and development activities
- Familiarity with CampDoc, EveryAction or similar CRM systems
- Experience with national nonprofit operations and multi-state compliance

COMPLIANCE & SECURITY REQUIREMENTS

This role handles extremely sensitive information requiring:

- HIPAA Compliance: Understanding of healthcare privacy laws and implementation
- Background Check: Comprehensive background screening due to access to sensitive child, family, volunteer, and donor information
- Confidentiality Agreement: Strict adherence to organizational confidentiality policies



EQUAL OPPORTUNITY STATEMENT

Camp Quality USA is an equal opportunity employer committed to diversity and inclusion. We welcome applications from all qualified candidates regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status.