

Manager of Healthcare Operations Camp Quality USA



Reports To: Chief Executive Officer

FLSA Status: Non-Exempt

Position Type: Part-Time

Expected Hours of Work: Flexible scheduling averaging 10-15 hours per month

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.

SUMMARY

The Manager of Health Care Operations provides leadership, oversight, and guidance for Camp Quality USA's medical protocols, safety procedures, and overall health-related standards across all camps and programs nationwide. This position ensures compliance with medical and safety best practices, supports local camp medical teams, and serves as the organization's primary medical advisor.

KEY RESPONSIBILITIES

Program Registration Management

- Serve as the lead medical advisor for Camp Quality USA.
- Serve as the lead for the Camp Quality USA medical committee.
- Review and update national medical policies, protocols, and procedures to ensure safety and compliance with current standards of care.
- Consult with and support local camp medical directors and volunteer medical staff regarding camper eligibility, medical procedures, and safety concerns.
- Provide guidance on medication administration, emergency procedures, infection control, and other health-related practices.
- Serve as a resource for the national staff and board on medical questions, emerging health issues, and crisis response.
- Assist with medical screening criteria and approval of campers, volunteers, and staff, as needed.
- Support risk management efforts related to health and safety.
- Participate in periodic training, orientation, and meetings with camp medical teams and staff.
- Be available by phone or email for consultation during camp sessions, as needed.

SUPERVISORY RESPONSIBILITY

This position has supervisory responsibility for volunteer Healthcare Coordinators.



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 10%.

REQUIRED QUALIFICATIONS

Education & Experience

- Licensed Physician (MD or DO), Nurse Practitioner (NP), or Physician Assistant (PA) in good standing.
- Minimum of 5 years of clinical experience; pediatric, oncology, or family medicine background strongly preferred.
- Experience working at a Camp Quality USA camp in a role with the medical team.
- Strong knowledge of pediatric medical issues, medication administration, and emergency procedures.
- Excellent communication and collaborative skills. Experience with payroll processing and benefits administration.
- Ability to work effectively with volunteers, medical professionals, and nonprofit leadership.

Core Competencies

- Exceptional organizational skills
- Strong attention to detail and commitment to accuracy
- Excellent written and verbal communication skills
- Proven ability to develop and implement systematic processes and procedures
- Experience working with sensitive medical information and maintaining confidentiality
- Collaborative approach with ability to work effectively across departments
- Problem-solving skills and ability to adapt to changing program needs

Personal Attributes

- Passionate commitment to Camp Quality USA's mission
- High emotional intelligence and interpersonal skills
- Flexibility and adaptability in fast-paced camp environments
- Professional demeanor with ability to maintain confidentiality
- Positive, enthusiastic attitude that inspires others
- Is open to learning about and respecting different cultures, experiences, and viewpoints
- Participates in and supports company-wide DEI initiatives.



PREFERRED QUALIFICATIONS

- Experience with nonprofit organizations, particularly youth-serving or healthcare-related
- Familiarity with camp or program-based organizations
- Knowledge of federal & state compliance for healthcare professionals

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, and volunteer 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.