

Support Manager of Camps & Programs

Camp Quality USA



Reports To: Executive Officer of Camps & Programs

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.

SUMMARY

The Support Manager of Camps & Programs serves as a key operational leader responsible for managing program application processes, implementing comprehensive risk management protocols, and maintaining robust data reporting systems. This role ensures program excellence through systematic administration, performance tracking, and quality assurance initiatives that support Camp Quality USA's mission of providing life-changing camp experiences. The position demands someone who understands the critical importance of data privacy in healthcare-related nonprofits and can implement robust security measures while maintaining operational efficiency.

KEY RESPONSIBILITIES

Program Application Management

- Oversee end-to-end application processes for all Camp Quality camps and programs, including summer camps, family programs, and year-round activities
- Develop and maintain application systems, timelines, and procedures to ensure smooth participant enrollment
- Coordinate with families, medical professionals, and volunteers throughout the application process
- Manage waitlists, capacity planning, and application communications
- Ensure compliance with medical documentation requirements and participant eligibility criteria
- Process application forms, medical records, and required documentation with attention to confidentiality
- Collaborate with program directors to optimize registration workflows and participant experience
- Perform seasonal audits

Risk Management & Safety Protocols

- Conduct regular risk assessments for all program activities and facilities
- Ensure compliance with state regulations, accreditation standards, and organizational safety requirements
- Oversee incident reporting procedures and maintain detailed documentation
- Manage insurance requirements, liability documentation, and safety training records

Program Data Reporting & Analytics

- Design and maintain comprehensive data collection systems for program operations
- Generate regular reports on registration metrics, program participation, and operational efficiency
- Develop and track key performance indicators (KPIs) including:
- Registration completion rates and timeline adherence



- Participant retention and program satisfaction scores
- Safety incident rates and resolution times
- Program capacity utilization and cost-effectiveness measures
- Create dashboards and visualizations for stakeholder reporting
- Conduct data analysis to identify trends, opportunities for improvement, and program impact
- Prepare quarterly and annual program reports for leadership and board presentation

Performance Metrics & Quality Assurance

- Coordinate program evaluations and participant satisfaction surveys
- Track operational efficiency metrics and identify areas for process optimization

Administrative & Collaborative Functions

- Support all camps, programs and program staff
- Maintain organized filing systems and ensure proper documentation retention
- Assist with grant reporting requirements and compliance documentation
- Manage central ordering supply acquisition and distribution
- Supervises and administers updates to Camp Quality USA's website and all associated camp social media accounts
- Manage and maintain central calendars for all programs and events
- Coordinate with volunteers as needed
- Manage all COI requests for camps and programs
- Manage meeting logistics for convening, conferences and retreats for camps & programs
- Act as project manager with the Executive Officer of Camps & Programs in strategic communications, organizational strategy, and all other special projects as assigned

Procurement management and support

- Manage camp and program central ordering, supply acquisition and distribution

PERFORMANCE METRICS

Program Registration Management Metrics

- Registration Review Time: ≤5 business days for complete applications
- Registration Accuracy Rate: ≥95% of registrations processed without errors requiring correction

Risk Management & Safety Performance

- Safety Audit Compliance: ≥98% compliance rate Percentage of safety requirements met during audits
- Risk Assessment Completion: 100% completion 30 days before program start
- Manage and submit COI requests

Data Management & Reporting Excellence

- Report Delivery Timeliness: 100% on-time delivery
- Data Accuracy Rate: ≥98% accuracy rate
- Dashboard Update Frequency: Weekly updates for operational dashboards, monthly for strategic dashboards
- Consistency of dashboard maintenance and updates
- Actionable Insights Generated: Minimum 2 actionable insights per quarterly report provided to leadership



Communication & Collaboration Performance

- Documentation Completeness: ≥98% completeness rate
- Grant Reporting Timeliness: 100% on-time submission

Review Schedule

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

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibility.

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 events, meetings, or visit other departments. The travel requirement is 15%.

REQUIRED QUALIFICATIONS

Education & Experience

- Bachelor's degree in related field or comparable experience
- Minimum 3-5 years of experience in program administration, preferably in youth services, healthcare, or nonprofit sector
- Experience with camp or recreational program management strongly preferred
- Demonstrated experience in risk management and safety protocol development

Technical Skills

- Proficiency in database management and data analysis tools (Excel, CRM systems, reporting software)
- Experience with registration management systems and online platforms
- Strong analytical skills with ability to interpret data and generate actionable insights
- Knowledge of performance metrics development and tracking methodologies
- Familiarity with compliance requirements for youth-serving organizations



Core Competencies

- Exceptional organizational skills with ability to manage multiple complex projects simultaneously
- Strong attention to detail and commitment to accuracy in data management
- 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

- Master's degree in relevant field
- Certification in risk management, nonprofit administration, or youth development
- Experience with Camp Quality USA programs or similar medical/therapeutic camping organizations
- Background in healthcare administration or working with pediatric populations

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 and family 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.