

## **Territory Director 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. 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**

Manage all operational, programmatic, and fundraising aspects of Camp Quality USA camps and programs within assigned geographical area. Oversee all weeklong and weekend camp programs, day events, 1-2 large scale (\$100k+) fundraising events and 1-2 small scale (less than \$100k) fundraising events a year, while ensuring compliance, quality standards, and mission alignment.

## **KEY RESPONSIBILITIES**

### **Program Operations**

- Oversee and support all camps and programs in assigned area
- Ensure quality programming and safety compliance
- Support and attend, where and when needed, assigned area camps and programs

### **Financial Management**

- Development and monitoring of assigned area program, fundraising, and operational budget and goals, and make recommendations for adjustments to stay within budget
- Oversee donor portfolio and stewardship activities
- Organize galas and special fundraising events
- Ensure budget compliance and financial accountability

### **Volunteer Leadership**

- Recruit and manage Camp Organizing Committee (COC)
- Supervise Camp Leadership Teams (CLT) for each camp location
- Conduct regular training, evaluations, and performance management
- Facilitate monthly COC meetings with documented progress towards engagement, recruitment and fundraising goals.

### **Compliance & Partnerships**

- Maintain state/federal compliance and accreditation standards
- Manage existing hospital partnerships and develop new relationships
- Review all contracts before submission for approval
- Compliance with all standards, protocols and procedures
- Maintain annual Gold Ribbon accreditation compliance



### **Leadership**

- Fosters an inclusive and respectful environment where all team members feel valued, heard, and have the opportunity to contribute their best work.
- Demonstrate emotional intelligence in daily interactions
- Participate in board meetings and organizational initiatives when requested
- Maintain confidentiality and represent organization professionally

### **Fundraising**

- Responsible for fundraising/income initiatives to meet or exceed annual goal.

## **PERFORMANCE METRICS**

### **Program Excellence**

- 100% execution of scheduled camps/programs
- 95%+ participant satisfaction scores
- 90%+ contract review completion on time
- Repeat Participation: Achieve 60%+ return rate for eligible participants in multi-year programs
- Safety Record: Achieve zero preventable incidents and maintain 100% compliance with safety protocols
- Volunteer Engagement: Maintain 50%+ volunteer return rates

### **Financial Performance**

- Meet annual fundraising targets
- 85%+ donor retention rate
- Maintain budget within  $\pm 5\%$  variance
- Secure 2+ new major donors annually (\$1,000+)

### **Volunteer Management**

- Recruit, train and retain active COC members
- 90%+ COC meeting attendance
- Recruit full CLT for all camps

### **Partnership Development**

- Maintain 100% existing hospital partnerships
- Develop 1+ new hospital or community referral partnership annually

### **Leadership Effectiveness**

- Positive team engagement survey results
- 90%+ positive feedback from direct reports
- Successful conflict resolution using best practices
- Annual professional development completion

### **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 supervisory responsibility for designated area/region Camp & Program volunteers.

## **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**

Frequent and prolonged travel is required to attend camps, programs, and events within their designated area/region, as well as national events, meetings and conferences. During peak times, this is expected to be 70% of working time. During the remainder of the year, it is estimated to be 30% of working time.

## **REQUIRED QUALIFICATIONS**

### **Education & Experience**

- Bachelor's degree in relevant field or comparable working experience
- Minimum 3-5 years of relevant experience
- Nonprofit sector experience preferred, particularly in healthcare or children's services
- Experience with HIPAA compliance and sensitive data management
- Experience working with or contributing to diverse teams.

### **Core Competencies**

- Analytical Thinking: Strong problem-solving skills and attention to detail
- Project Management: Ability to manage multiple database projects simultaneously
- Communication: Excellent interpersonal and communication skills, with the ability to interact effectively with individuals from diverse backgrounds.
- Privacy Awareness: Deep understanding of data privacy laws and ethical handling of sensitive information
- Quality Assurance: Meticulous approach to data accuracy and system reliability
- Continuous Learning: Commitment to staying current with technologies and best practices
- People Management
- Fundraising
- Volunteer recruitment/management
- Conflict Resolution
- Team Building



### **Personal Attributes**

- Passionate commitment to Camp Quality USA's mission
- Sensitivity and empathy for children and families facing serious illness
- 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
- Flexibility to work evenings, weekends, and travel as required
- Physical ability to participate in camp activities as needed

### **PREFERRED QUALIFICATIONS**

- Master's degree in relevant field
- Professional certifications
- Experience in pediatric healthcare or medical nonprofit environments
- Knowledge of federal & state compliance for programming and solicitation
- Familiarity with CampDoc, EveryAction or similar CRM systems
- Experience with cloud-based database solutions and virtual workspaces
- Volunteer management experience

### **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.