



Territory Director of Camps & Programs

Camp Quality USA

Location: Hybrid (Remote/Travel within assigned region)

Employment Type: Full-Time, Exempt

Reports To: Executive Officer of Camps & Programs

Travel Required: 30-70% depending on season

Salary Range: \$70,000-\$80,000

Benefits: Medical coverage, Simple IRA, generous PTO policy

ABOUT CAMP QUALITY USA

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.

We believe that diverse perspectives strengthen our mission and enhance our ability to serve families from all backgrounds. Camp Quality USA is committed to fostering an inclusive workplace where every team member can bring their authentic self to work and contribute their unique talents to support children and families facing cancer.

POSITION OVERVIEW

We are seeking five(5) dynamic and compassionate Territory Director of Camps & Programs to manage all operational, programmatic, and fundraising aspects of Camp Quality USA camps and programs within an assigned geographical area:

- CQUSA East (Current program states- NJ, FL, PA)
- CQUSA Central (Current program states- OH, IN, KY)
- CQUSA Great Lakes (Current program states- MI, IL)
- CQUSA Plains (Current program states- MO, NE, IA)
- CQUSA South (Current program states- MO, AR, TX, LA)

This role offers the opportunity to directly impact the lives of children and families facing cancer while leading meaningful programs that create lasting positive change.

Key Program Responsibilities:

- Oversee multiple weeklong overnight residential Summer Camp programs annually
 - Manage multiple overnight weekend camp programs annually (ie. Family Camps, Teen Camps, Sibling Camps, etc)
 - Manage multiple single-day programs throughout the year (ie. Zoo days, holiday parties, reunion events, volunteer appreciation, sporting events, etc)
 - Manage fundraising portfolio including donor management, prospect development, and large and small scale events in support of area camps and programs and overall CQUSA mission development:
 - Execute 1-2 large-scale fundraising events (\$100k+)
 - Coordinate 1-2 smaller fundraising events (under \$100k)
 - Ensure all programs meet quality standards, safety compliance, and mission alignment
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WHAT YOU'LL DO

Program Operations & Leadership

- Oversee all camps and programs in your assigned area with a focus on quality programming and safety compliance
- Foster an inclusive and respectful environment where all team members feel valued, heard, and empowered to contribute
- Support and attend all assigned area camps and programs
- Demonstrate emotional intelligence in daily interactions with staff, volunteers, and families
- Fosters a collaborative environment by skillfully addressing concerns and mediating conflicts

Financial Management & Fundraising

- Manage assigned area program, fundraising, and operational budgets
- Oversee donor portfolio and stewardship activities
- Organize impactful galas and special fundraising events
- Ensure budget compliance and financial accountability

Volunteer Leadership & Development

- Recruit and manage diverse Camp Organizing Committee (COC) teams in support of local camps and programs and broader area activities
- Supervise Camp Leadership Teams (CLT) for each camp location
- Conduct regular training, evaluations, and performance management
- Facilitate monthly COC meetings with documented progress

Partnership & Compliance Management

- Maintain state/federal compliance and accreditation standards
- Manage existing hospital partnerships and develop new relationships
- Review all contracts before submission for approval
- Ensure HIPAA compliance and secure handling of sensitive medical information

PERFORMANCE EXCELLENCE METRICS

We believe in clear expectations and measurable impact:

- **Program Excellence:** 100% execution of scheduled programs, 95%+ participant satisfaction, 90%+ volunteer retention, 100% compliance audit completion
- **Financial Performance:** Meet annual fundraising targets, 85%+ donor retention, maintain budget within $\pm 5\%$ variance, secure 2+ new major donors annually
- **Leadership Effectiveness:** Positive team engagement, 90%+ positive feedback from direct reports, successful conflict resolution, annual professional development completion

WHO YOU ARE

Required Qualifications

- Bachelor's degree in relevant field or comparable working experience
- 3-5 years of relevant experience in program management, nonprofit work, or related field
- Experience working with or contributing to diverse teams and inclusive environments
- Experience with HIPAA compliance and sensitive data management
- Strong analytical thinking and problem-solving skills
- Excellent communication and interpersonal skills with ability to connect with people from all backgrounds
- Deep understanding of data privacy laws and ethical handling of sensitive information



What Makes You Stand Out

- Nonprofit sector experience, particularly in healthcare or children's services
- Master's degree or 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
- Volunteer management experience in diverse community settings

Personal Attributes We Value

- Passionate commitment to Camp Quality USA's mission of supporting children and families
- Sensitivity and empathy for families facing serious illness, regardless of their background or circumstances
- High emotional intelligence and cultural competency
- Flexibility and adaptability in dynamic environments
- Professional demeanor with ability to maintain strict confidentiality
- Positive, enthusiastic attitude that inspires and motivates others
- Openness to learning about and respecting different cultures, experiences, and viewpoints
- Active participation in and support of organization-wide DEI initiatives
- Flexibility to work evenings, weekends, and travel as required

WORK ENVIRONMENT & TRAVEL

This hybrid role combines remote work flexibility with meaningful in-person engagement. You'll work from home/remote settings as well as outdoor camp environments with varying weather conditions. This position requires working availability Monday-Friday during standard business hours and flexibility to work some nights and weekends. The position requires frequent travel (30-70% depending on season) to attend camps, programs, events, and meetings within your designated territory and for national conferences.

Physical Requirements: This active role involves regular physical activity including reaching, standing, walking, and outdoor navigation on uneven ground, along with extended computer work and the ability to lift up to 50 pounds.

OUR COMMITMENT TO YOU

Camp Quality USA is an equal opportunity employer committed to creating a diverse and inclusive workplace. We welcome and encourage applications from candidates of all backgrounds, including but not limited to those who identify as Black, Indigenous, People of Color, LGBTQ+, women, people with disabilities, veterans, and individuals from all socioeconomic backgrounds, ages, religions, and geographic regions.

We believe that a diverse team creates stronger programs and better serves the diverse families we support. If you're passionate about our mission and meet most of our qualifications, we encourage you to apply—even if you don't check every box.



APPLICATION QUESTIONS

In lieu of a cover letter, please respond to these three (3) questions (200-300 words each)

1. Mission Alignment & Cultural Sensitivity

Camp Quality USA serves children and families from diverse backgrounds during one of the most challenging times in their lives. Describe a time when you successfully worked with or supported individuals from different cultural, socioeconomic, or life experience backgrounds than your own. How did you ensure your approach was inclusive, respectful, and effective? What did you learn from this experience that would inform your work at Camp Quality USA?

2. Leadership in Complex Environments

This role requires managing multiple stakeholders including volunteers, hospital partners, donors, and families while overseeing programs with significant budgets and compliance requirements. Tell us about a time when you led a complex project or program that required balancing competing priorities, managing diverse teams, and achieving measurable outcomes. What was your approach to ensuring success while maintaining team morale and stakeholder satisfaction?

3. Adaptability & Problem-Solving

Working with children facing serious illness and their families requires exceptional adaptability, emotional intelligence, and creative problem-solving. Describe a challenging situation where you had to quickly adapt your approach, demonstrate sensitivity to others' needs, and find innovative solutions under pressure. How did you maintain a positive outlook while addressing the challenge, and what impact did your response have on those involved?

READY TO JOIN OUR TEAM?

To Apply: Please submit your resume and responses to the three application questions above to karen.rendell@campqualityusa.org

Application Deadline: We are reviewing applicants as they apply and will continue to do so until position(s) are filled.

Questions about this role? We welcome inquiries about this position, our organization, or our commitment to diversity and inclusion. Please email Karen Rendell at karen.rendell@campqualityusa.org

Preference in hiring will be given to applicants:

- That reside in a location with easy access to a major airport.
- That are residing in Eastern and Central time zones and proximity to our current program areas of MO, AR, TX, LA, OH, MI, IN, IL, KY, NE, NJ, KS.
- That can begin employment by November 3, 2025 and begin travel immediately.

Camp Quality USA provides equal employment opportunities to all employees and applicants regardless of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a protected veteran in accordance with applicable federal, state and local laws.

[CLICK TO VIEW THE FULL JOB DESCRIPTION](#)