



Ronald McDonald House Charities® of Southern California  
**Camp Ronald McDonald for Good Times**

## **Volunteer Support Director**

### **Position Description**

#### **Minimum Qualifications**

- Desire and ability to work with children in an outdoor environment
- Desire to set goals to help create a successful Camp session
- Ability to be a positive member of a staff team
- Ability to relate to one's peer group
- Ability to accept and give supervision and guidance
- Good character, integrity, judgement, decision making, and adaptability
- Enthusiasm, sense of humor, patience, and self-control
- Commitment to eight (8) consecutive days of volunteering
- High School diploma or equivalent and at least 23 years of age
- Previously volunteering at least THREE summer sessions in the role this position supports
  - Unit Support Director – three years as cabin counselor
  - Program Support Director – three years as an activity counselor

**Responsible to**            Camp Director

#### **Camp Goals**

To provide cancer patients and their families with a rewarding outdoor experience by:

- developing self-confidence and independence
- developing friendships with others
- developing a spirit of cooperation and group identity
- developing skills and interests

#### **General Responsibility**

Training, supervision and support of volunteer counselors. Work with fellow administrative staff to plan and execute tasks to carry out a successful camp program.

#### **Specific Responsibilities**

##### **Modeling appropriate behavior**

- Demonstrating a personal understanding of camp rules – Standards of Conduct, 3 Keys to Success & Four Outcomes
- Incorporating camp goals in cabin, activity, and training outcomes
- Maintain healthy boundaries with campers and fellow staff
- Remain unplugged from cell phones during the Camp session
- Engaging in training and programs with appropriate energy and behaviors

##### **Provide Leadership**

- Build trust and rapport with all staff members, especially those directly supporting

- Use skills and abilities to listen, support and coach staff throughout the session
- Lend support to cabins, activities, and programs through role modeling appropriate attitude and participation, and providing coaching where appropriate
- Facilitate many portions of Staff Development and Training and provide constant positive tone-setting and staff observation & coaching during this time
- Responsible for all-camp leadership on a daily or session basis that could include leading meal line-ups, dining hall preparation and announcements, cabin patrol, fellowship, and campfire facilitation.

#### **Team Member**

- Serve as an active member of the Camp Leadership Team for that session
- Proactively discuss camper, counselor, cabin, or activity issues and leadership styles with co-directing staff and Camp leadership staff
- Proactively discuss and divide unit and all-camp leadership duties with co-staff
- Participate in daily check-in meetings with Camp Leadership Team that include goal setting and review, unit or programs updates, soliciting and accepting coaching, providing updates on campers and co-staff.

#### **Develop Campers**

- Ensure staff are designing cabin and activity programs that meet the developmental needs of the campers
- Monitor cabin and activity groups to determine and provide any specific needs and support for Campers and staff
- Observe camper and staff behavior and provide coaching on appropriate behavior-management techniques

#### **Develop Group**

- Engage with cabins and activities to monitor group dynamics and provide coaching to staff on how to facilitate the growth needed for groups
- Facilitate group building and problem-solving skills within assigned unit staff and cabin / activity co-staff

#### **Mediate Conflict**

- Follow and demonstrate basic effective conflict mediation skills
- Provide support for co-staff teams to ensure well-functioning activity, cabin and unit groups.

#### **Promote safety**

- Consistently evaluate Camper and staff safety on a physical and emotional level
- Notify facility staff of any safety hazards, maintenance or repair needs
- Demonstrate understanding of camp emergency procedures

#### **Material & Program Resource**

- Available and able to provide requested materials, resources, and support techniques including: cabin programs & ideas, activity supplies & facilitation ideas, and special program times (cabin night, unit night, etc).
- Support counselors in the planning, detailing, material requesting, and execution of cabin, unit, and outpost nights. Provide leadership in the planning and execution of unit and outpost nights.
- Work with counselors to ensure all designed programs meet developmental outcomes for the intended age-groups and are inclusive of all campers attending.

### **Provide Feedback & Supervision**

- Monitor cabin / activity groups daily to determine and provide any specific needs and support for campers and staff
- Provide daily, and timely, feedback and coaching when appropriate – both praise and behaviors to correct
- Interacts daily with campers and assigned staff to evaluate staff effectiveness
- Complete end-of-session evaluation with each counselor supported

### **Essential Functions**

1. Visual and auditory ability to identify and respond to environmental and other hazards related to the position.
2. Verbal ability to communicate with peers and instruct youth of various skill levels and of various ages.
3. Stamina to work in an outdoor wilderness environment that can include extreme heat, dust, variable weather conditions including sun exposure.

### **Program Narrative**

For over forty years, Camp Ronald McDonald for Good Times has been creating long-lasting, positive impacts on children with cancer and their families by providing fun-filled, medically-supervised, cost-free, year-round camp programs. Our summer season starts in June and runs through August.

The administrative camp program staff (Camp Director, Program Director, Program Operations Manager, Family Relations Manager, Seasonal Staff), site & facility staff, & food service staff are the only constants throughout the summer. Approximately 50 volunteers will attend each session in the roles of medical staff, volunteer support directors, cabin counselors, and activity counselors. Each camp session starts with two days of volunteer staff orientation and training, immediately followed by six days with campers. Those six days are chock full of daily activities, evening campfires, and special events.