Hospital Outreach Director
Double H Ranch 2019-2020

**Job Title:** Hospital Outreach Director  
**Location:** Lake Luzerne, NY  
**Job Class:** Full Time  
**Reports to:** Operations Director  
**Team:** Operations Team  
**Salary:** $46,000-48,000 plus benefits

**Hospital Outreach Director**

Double H Ranch is currently seeking to hire a year-round full time Hospital Outreach Director. This position is directly responsible for the development, implementation and oversight of all programs in the hospital setting, at medical-based organizations or community events. The Hospital Outreach Director is also responsible for strengthening current hospital relationships as well as overseeing volunteers within the Hospital Outreach Program.

**Team Overview**

The Operations team is responsible for implementing all programs that impact campers and families. The main goals for the Operations team are to provide engaging, safe and intentional programs for our campers, families, volunteers and staff members. As a team they are focused on teamwork, creative ideas and always asking “how does this impact the kids”.

**Why work at Double H?**

“Working at Double H has allowed me to make a difference in the lives of others, presented me with new challenges and provided me with a great support system in my coworkers” – Julia K.

**How to Apply**

Interested applicants should submit a resume and cover letter to:  
Lisa Boucher, HR Director  
lboucher@doublehranch.org
The mission of the Double H Ranch is to provide specialized programs and year-round support for children and their families dealing with chronic and life-threatening illnesses. The Assistant Camp Director supports this mission by providing strong leadership during our summer program and family programs. The Assistance Camp Director will ensure all camp programming is safe and meaningful to all program participants.

Expectations of Employee

- Adheres to Ranch Policy and Procedures
- Acts as a role model within and outside the Ranch
- Performs duties as workload necessitates
- Maintains a positive and respectful attitude
- Communicates regularly with Director of Operations about HOP visits and hospital partners
- Demonstrates flexible and efficient time management and ability to prioritize workload
- Consistently reports to work on time prepared to perform duties of position
- Meets Department productivity standards

Essential Duties and Key Responsibilities (Every Season)

- **Outreach Program**
  - Design age-appropriate activities for children at medical-based organizations, community events and in the inpatient/outpatient hospital setting
  - Create adaptive camp activities to meet the diverse medical and physical needs of children served at medical-based organizations, community events and in the inpatient/outpatient hospital setting
  - Develop Hospital Outreach manual that outlines the therapeutic program curriculum, goals and objectives and basic program procedures
  - Create master lists of hospital contacts, events and children served
  - Coordinate volunteers to assist with facilitating camp activities in the hospital setting
  - Collaborate with Double H Ranch staff to secure volunteers for hospital events or develop new hospital partnerships

- **Hospital Recruitment**
  - Strengthen current hospital relationships through regular visits and clinic programs with hospital staff and families
  - Schedule annual touch-base meetings with hospital partners to receive feedback and formulate future planning/growth and potential areas for growth and expansion
Hospital Outreach Director
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- Create awareness of camp programming within the hospital settings in order to assist in camper recruitment
- Collaborate with Admissions to provide hospital partners with marketing materials to be used in year round recruitment efforts
- Coordinate visit sites and explore best practices among SeriousFun camps
- Share pertinent information with the Double H Ranch Admissions team regarding hospital partners, campers, etc.

**Camp Programs**
- Develop programs for campers with extended stays in the body shop
- Collaborate with program team to support campers struggling in the camp setting i.e. homesickness, hospital transports, etc.
- Create staff trainings to educate staff team on child development and impact of illness
- Manage Child Life interns in summer program

**General**
- Respond to general office email, phone, and website inquiries regarding hospital outreach
- Responsible for knowing and adhering to the policies and procedures of the organization
- Provide tours for the general public when needed
- Familiar with operational budget and adhere to Outreach Program budget allocations
- Assist Operations team in the planning of year round activities to reflect Double H mission
- Attend all year round meetings and give current updates on work in progress
- Maintain a positive working relationship with staff members and hospital partners
- Perform any other duties as assigned by supervisor
- Report any acts of maltreatment, neglect, and/or any other violation of camp policies immediately to the Director of Operations
  - Participates on committees, and special projects and seeks additional responsibilities
  - Additional Duties and Responsibilities as assigned
  - Accomplishes all tasks as appropriate

**Qualifications**

**Experience, Education and Licensure**
- Must possess a BA/BS college degree in a related field
- Child Life Specialist or Recreation Therapist certification preferred
- Creative and independent with a passion for working in the team environment
- Prior experience working in a professional setting working with children (3-5 year preferred)
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- Strong verbal and organizational skills with prior public speaking experience to both children and adults in various settings
- Prior experience facilitating programs for children
- Independent decision-making skills
- Works well under pressure
- Fluent computer skills - data entry, word processing, internet navigation

Language Skills
- Ability to read, analyze, and interpret information including legal documents and reports
- Ability to respond to common inquires or complaints, regulatory agencies, or the community
- Ability to write speeches and articles for publication that conform to prescribed style and format
- Ability to effectively present information to management, public groups and volunteers

Americans with Disability Specifications
Physical Demands
The physical demands describe here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear, taste or smell.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus.

Work Environment
Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate to loud.