



Volunteer Director Job Description

Job Title: Volunteer Director

Location: Lake Luzerne, NY, and remote work approved by supervisor

Reports to: Camp Director

Team: Operations (Program Team)

Salary Range: \$59,000-\$62,000, Depending on experience.

About Us

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. Our purpose is to enrich their lives and provide camp experiences that are memorable, exciting, fun, empowering, physically safe, and medically sound. All programs are FREE of charge and capture the magic of the Adirondacks.

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

About the Role

The Volunteer Director plays a vital role in ensuring exceptional volunteer experiences that directly contribute to our mission. This is a full-time, year-round position. The role involves recruiting volunteers, coordinating training, supervising volunteers, creating reports, and overseeing the Volunteer Coordinator. Adaptability is key, as the position entails responding to seasonal demands, like recruiting winter sports volunteers, supporting family programs, and managing summer camp volunteers. The work schedule typically runs from 8 am to 4 pm or 9 am to 5 pm, Monday to Friday, but may vary seasonally due to program needs. Weekend residential coverage (1 to 2 weekends per season) is required for residential family programs, while in the summer, the schedule aligns with the camp but is not residential. Work hours and days will be discussed with the Camp Director to ensure program coverage and employee time off. This is not a fully remote position.

Essential Functions of the Position:

Year Round:

- Plan and conduct all volunteer training sessions for each season, ensuring volunteers are well-prepared.
- Offer continuous feedback and support to all volunteers to enhance their performance.
- Support the supervision and oversight of a family weekend during each program season.
- Maintain a flexible schedule, including weekends and evenings, as needed, with an emphasis on this not being a fully remote role.



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- Collaborate with the program team to assist in the year-round camp's implementation and support camp events.
- Supervise the Volunteer Coordinator by providing consistent feedback and coaching.
- Update all online volunteer applications for all program seasons annually to keep them current.
- Generate digital end-of-season reports containing volunteer statistics and hours for evaluation.
- Adhere to budget allocations for efficient resource management.
- Update and evaluate E-Learning platform and learning objectives.
- Conduct interviews and reference checks for all applicants working directly with children, with support from the Volunteer Coordinator.
- Create and manage volunteer informational websites throughout the year for easy access to important resources.
- Develop and oversee a comprehensive volunteer evaluation system, ensuring all feedback is addressed.
- Establish a recognition program to show appreciation for the valuable contributions of all volunteers including our Volunteer of the Year award.
- Collaborate with the Community Relations Manager to organize and track volunteers that participate in community workdays.

Adaptive Winter Sports Program Responsibilities

- Track and record winter volunteer training hours to maintain accurate records and compile data at the end of the season.
- Create and distribute monthly e-newsletters to effectively communicate with volunteers throughout the year, with a focus on retaining and recognizing their contributions.
- Collaborate with the Adaptive Winter Sports Director to actively recruit and train winter ski and snowboard instructors, lodge hosts, and family weekend pals.
- Assist winter program directors in planning a full day orientation for all winter volunteers.

Fall and Spring Family Program Responsibilities

- Recruit, train, and coordinate all volunteer family pals for each of the family programs.
- Collaborate with the program team to facilitate family programs, including residential responsibilities for 1-2 family weekends as required.
- Track statistics for Fall and Spring family programs and develop opportunities for recognition for our volunteers.

Summer Camp Program Responsibilities

- Recruit volunteers for the summer program.



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- Coordinate all session volunteers for the summer program.
- Conduct volunteer orientation at the start of each session, covering Double H policies and procedures, child development, volunteer responsibilities, and team building.
- Ensure the seamless integration of volunteers into the summer program, providing adequate supervision for all campers, and delivering appropriate and timely feedback on their performance.
- Host weekly meetings for volunteers to address concerns, provide feedback, and recognize their contributions.

Essential Knowledge, Skills, and Experience

- Self-starter with ability to multi-task and prioritize workday/projects independently.
- Excellent interpersonal, oral, and written communication skills.
- Active listening skills and knowing how and when to show empathy.
- Experience with public speaking and working in a public facing environment.
- The ability to establish positive relationships with a variety of people in multicultural environments.
- Strong organizational and time management skills
- A solid understanding of computer operations is mandatory including Microsoft Office (Excel/Word/PowerPoint), experience with database software and data management (applicant tracking systems), and virtual communication tools (Zoom, Slack, Skype).

Education and Experience

- Preferred 3 years' experience in residential camping; special needs camping preferred.
- Bachelor's degree in education, psychology, social work, or another related field or commensurate experience in above fields.
- Experience in leadership, training, development, and supervision of volunteers strongly preferred.

Expectations of Double H Ranch Employees

- Responsible for knowing and adhering to organizational policies and procedures.
- Act as a role model within the Double H community and represent Double H positively in the greater community.
- Maintain a positive and respectful attitude with all families, campers, staff, volunteers, and donors.
- Provide tours for the public, prospective volunteers, and donors when needed.
- Demonstrate flexible and efficient time management skills and an ability to prioritize workloads.
- Perform additional duties and responsibilities as assigned by a supervisor.
- Report any acts of maltreatment, neglect, and/or any other violations of policies immediately to the Director of Operations or the HR Director.



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Our Commitment to Diversity and Inclusion

The Double H Ranch is a non-discriminatory organization committed to inclusion and equity. Our organization strives to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race, sexual orientation, or any other identifying label is accepted and can reach their full potential with dignity.

Our core values set the foundation for celebrating our campers, volunteers, staff, and entire Double H Ranch community, as well as maintaining a safe and inclusive environment in all aspects of the work we do.

Double H Ranch families, campers, staff, and volunteers may face systemic barriers, and through our mission we seek to create equitable, accessible opportunities for all populations in our service. We celebrate and honor the diverse perspectives of our community and are committed to continually providing an inclusive environment. We believe this is essential to providing the best possible experience for everyone at Double H Ranch.

Equal Employment Opportunity

Double H Ranch believes in providing equal employment opportunity and does not discriminate against its employees or applicants because of race (including traits historically associated with race), color, religion, sex, disability, genetic information, reproductive health decision making, predisposition or carrier status, national origin, ancestry, age, marital status, familial status, sexual orientation, gender identity or expression, military status, domestic violence victim status, or any other class or status protected by applicable law.

Equal employment opportunities will be extended to all persons in all aspects of the employer-employee relationship, including, but not limited to, recruitment, testing/selection, hiring, orientation, training, placement, employee development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreational programs, employee facilities, termination, and retirement.

Applicants for employment will be evaluated and employees will be promoted on the basis of qualifications to meet the requirements of the position and ability to perform in a satisfactory manner.

Benefits

- Simple Pension Plan
- Paid Holidays, Vacation, Sick Days
- Paid Bereavement Leave
- Medical, Dental & Vision Plan
- Flexible Spending Account
- Short and Long-term Disability Plans
- Life Insurance
- Employee Assistance Program for staff and eligible family members
- Access to additional professional development opportunities through organizational membership of the SeriousFun Children's Network and American Camping Association.



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How to apply:

Please submit a resume and cover letter to our HR Director, Lisa Boucher at lboucher@doublehranch.org.

Resumes and cover letters will be accepted until November 17th, 2023.