

## North Star Reach Position Description

**Title:** Volunteer Recruitment Manager (full-time / exempt)

**Location:** Ann Arbor, MI, Pinckney, MI

**Reports to:** Program Director



North Star Reach, an independent 501 (c)3 organization, is a universally accessible resident camp facility providing life-changing camp experience for children with serious health challenges and their families entirely cost-free. We rely on the charitable gifts of generous donors to create camp magic and a strong culture of community values ([www.northstarreach.org/aboutus/values-mission](http://www.northstarreach.org/aboutus/values-mission)) that serve as compass points to guide our way. Some have called what we do fun, but we like to think of it as SeriousFun. In fact, we liked that idea so much, we are member of SeriousFun Children's Network ([www.seriousfunnetwork.org](http://www.seriousfunnetwork.org)), the world's largest family of camps for children with serious illnesses. Through year-round resident camp programs, we strive to leave a positive impact on all our participants and those who support us. Our current schedule includes seven weekend family camps and six week-long summer resident camps.

### Position Overview

Channel your inner Pied Piper (flute optional) as our full-time Volunteer Recruitment Manager, helping to build a cadre of talented and well-trained camp staff. Like a human GPS, you will guide new and returning staff through our application, screening, scheduling, and training process. In this role, your playful professionalism will be continually on display as the primary liaison and source of answers to frequently and infrequently asked questions. You will also show off your googlesque organizational and zuckerbergian technological aptitudes managing and maintaining our staff application portal and database. This position requires living on-site in furnished accommodations during camp programs (summer resident camp/spring and fall family camps) and work out of our Ann Arbor office throughout the rest of the year. Occasional travel along with evenings/weekends are also expected for recruitment, fundraising and other events. A comprehensive benefit package (<https://hr.umich.edu/benefits-wellness>) is provided by North Star Reach through the University of Michigan Health System.

The Volunteer Recruitment Manager engages community and collegiate resources to connect and interface with potential staff members to educate and evaluate their skills and abilities to supervise and support children in a camp environment. The ideal candidate possesses an infectious positive attitude, understands camp culture and values, and is a motivated team player with the ability to work autonomously and possesses strong leadership, organizational and motivational skills. Fundamental concepts of child development along with interactive training planning and delivery techniques are key resources and tools to be utilized.

### Responsibilities

- Manage the recruitment, screening, interviewing, hiring, processing, training, support, supervision and evaluation of volunteer program staff to ensure all positions are fully manned for family camp, summer camp and other program events
- Maintain program staff database and communications
- Updating policies and procedures to meet accreditation and licensing standards along with all local, state and federal regulations to ensure the physical and psychological safety of all campers and staff
- Providing 24/7 support for campers and staff as required during on-site camp operations

### Key Result Areas

Develop and Implement year-round Program Staff Recruitment Plan:

- Analyze, evaluate and compare courses of action in the planning and execution of program staff recruitment and improvement of program offerings. Respond to participant experience and partner needs to achieve established staffing goals and quality outcomes

- Create a written recruitment plan focused on meeting continually evolving program staffing needs with a qualified, trained and diverse population of new and returning staff
- Coordinate program staff interview process including references and background checks
- Manage program staff information including health forms, waivers and agreements
- Coordinate program staff performance evaluations and assessments
- Coordinate staff appreciation, both during and after their camp session, and maintain contact throughout the year

### **Manage Staff Application Portal and Communications**

- Maintain and update information in database ensuring accuracy and availability
- Coordinate communications and correspondence
- Provide seasonal and annual reporting

### **Share in the training, support and supervision of Camp seasonal staff and volunteers**

- Development and execution of a comprehensive training program
- Maintain staff manual and training materials
- Provide supervision and serve as an advocate for volunteers and staff within the leadership team

### **Administrative Duties**

- Complete and submit all necessary and required paperwork
- Prepare and monitor annual budget and monthly program finance administration
- Participate as part of the program leadership team and represent North Star Reach at events

### **Required Qualifications**

- Bachelor's Degree
- Experience recruiting, hiring, coordinating, supporting and supervising staff
- Knowledge and experience with Microsoft Word and Excel/database and proficient internet navigation (including social media)
- Capability to work independently while exercising good judgement, decision making and problem solving
- Ability to deal with conflict and challenge in a way to create positive results
- Willingness to accept guidance and supervision
- Desire and ability to live on-site during camp programming and work with children and adults in an outdoor environment
- Valid Michigan driver's license and acceptable driving record
- Occasional travel along with evening/weekend hours
- Acceptable state and federal criminal background check
- Physical strength to lift/move equipment and supplies (up to 40 pounds), walk over 10,000 steps a day outdoors during summer camp sessions and climb one flight of stairs to non-handicapped accessible apartment (alternative ground level accommodations are available if needed).

**To apply, please send a cover letter and resume to [hr@northstarreach.org](mailto:hr@northstarreach.org).**