

Program

Muskoka Woods hires over 100 Program Leadership and Counsellors each summer. The Program Department has the overall responsibility of our guests and supervises them in their cabins, at meal times, during free time and in evening programs. Muskoka Woods offers positions that support our ministry initiatives, production of quality programming as well as Leadership and Counsellor positions in five sections as listed below.

WILD: Guests ages 6- to 8-years-old.

Venture: Guests ages 9- to 10-years-old.

Junior High: Guests ages 11- to 13-years-old.

Senior High: Guests ages 14- to 16-years-old.

CEO Leadership Program: Guests ages 15- to 17-years-old.

PROGRAM DIRECTOR (For all age groups)

The Program Director's primary responsibility is to oversee the design and delivery of all programs related to their age section, as well as champion our Customer Service standards of Safety, Detail, Sizzle and Development. Program Directors provide leadership to the Section Heads and Counsellors including training, coaching and reviewing performance. Program Directors are responsible for guest issues and liaise with parents when needed. Program Directors lead and participate in daily and weekly meetings and support the team as required.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Program Directors must have strong leadership skills including: inspiring a vision, setting the pace, training and coaching staff, organization and administration, time management, conflict resolution, and both oral and written communication. We are looking for energetic leaders who have excellent interpersonal skills and are able to take initiative and work in high-stress situations. Previous experience in leadership, working with youth, facilitating programs and working at summer camps is required.

Salary range: \$300/week plus room and board

Contract Dates: May 6th to August 31st, 2019

*** Please note that Program Directors are required to work in our Scarborough office located at Warden and Steeles from Monday, May 6th to Friday, May 31st. All Program Directors will then move to the Resort on Sunday, June 2nd, 2019.*

SECTION HEAD (For all age groups)

The Section Head's primary responsibility is to create and execute programs for their section that are safe, fun, developmentally focused and age appropriate. Section Heads provide leadership to the Counsellors in their assigned section including training, coaching and reviewing performance. Section Heads are also responsible to assist with guest issues, provide great customer service and liaise with parents when needed. Staff are also required to attend all meetings as outlined during staff training.

****New this year!** We are hiring a **Specialty Weeks Section Head!** This Section Head will function within the Venture age group and will be responsible to coordinate all of our Venture Specialty Weeks: Spy Camp, Girl Power, Muskoka Chef and Water Adventure.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Section Heads must have strong leadership skills including: organization and administration, time management, conflict resolution, and both oral and written communication. We are looking for leaders who are energetic, creative and have the ability to design, plan and implement programs. Previous experience in leadership, working with youth, facilitating programs and working at summer camps is required.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: May 26th to August 30th, 2019

*** Please note that Section Heads are required to attend a retreat as well as work in our Scarborough office located at Warden and Steeles from Sunday, May 26th to Friday, May 31st. All section heads will then move to the Resort on Sunday, June 2nd, 2019.*

COUNSELLOR (For all age groups)

A Counsellor's primary responsibility is the safety of our guests plus providing a caring and supportive environment to learn, reflect, make new friends and of course have FUN! Counsellors stay in cabins with the guests, eat all meals with their cabin, provide and participate in evening program as well as facilitate Cabin Chat/Conversation Café cabin discussions. Each Counsellor is also expected to help instruct one to two hours of an assigned activity per day. All staff are required to attend all meetings as outlined during staff training.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Counsellors must be able to facilitate cabin discussions, manage group dynamics, build relationships and create a safe yet fun cabin culture. Staff must be able to manage their time well, have excellent attention to detail, and be wise in decision making. Staff must be supportive, patient, energetic and have good communication and interpersonal skills with adults and children. Previous experience with children and youth is preferred.

Salary Range: \$120 - \$140 per week plus room and board

Contract Dates: June 21st - August 30th, 2019

PROGRAM COORDINATOR

The Program Coordinator's primary responsibilities are to liaise between Guest Relations and Program and to assist in creating and executing programs for all guests that are safe, fun, developmentally focused and age appropriate. The Program Coordinator will be responsible to lead the Guest Experience Specialist Team and ensure all guests issues have been dealt with. The Program Coordinator is responsible for such projects as: T-shirt distribution, Camp Essentials Kits, postcards, Switch 'em Up assignments, Cabin assignments and more. Staff are required to attend all meetings as outlined during staff training.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. The Program Coordinator must have strong skills in the following: organization and administration, time management, planning, both oral and written communication, as well as customer service mindset. Previous experience in leadership, working with youth, facilitating programs and working at summer camps is required.

Salary Range: \$300/week plus room and board

Contract Dates: May 6th to August 31st, 2019

*** Please note that required to work in our Scarborough office located at Warden and Steeles from Monday, May 6th to Friday, May 31st. The Program Coordinator will then move to the Resort on Sunday, June 2nd, 2019.*

NEW FOR 2019

GUEST EXPERIENCE SPECIALIST

Customer experience is pivotal to our success at Muskoka Woods. This position exists to ensure the customer experience is a positive one. Primary duties of this role will be to respond to guest issues when they arise, such as homesickness, bullying, cabin dynamics, injuries, etc. The Guest Experience Specialists collaborate and communicate with staff, guests, and parents to solve issues and ensure an excellent customer service recovery. This position will be assigned to a specific age section, but will work in all four sections of camp dealing with the most pertinent issues of the day.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. The Guest Experience Specialists must have strong skills in the following: customer service and recovery, solving problems, taking initiative, managing time, have excellent interpersonal and communication skills with staff, guests and parents, be patient and supportive and have the ability to collaborate with a wide variety of people. Previous experience in leadership, working with youth, facilitating programs and working at summer camps is required.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: May 26th to August 30th, 2019

GUEST COMMUNICATOR TEAM

Cabin Chat and Conversation Café are a special part of each night at Muskoka Woods, with WILD and Venture guests participating in Cabin Chat and Junior High and Senior High guests in Conversation Café. During this time, staff and guests share on topics including Christian values, character and personal beliefs. These sessions create a safe space for listening, laughing and learning about values and morals through Bible stories. We encourage young people to think in new ways. Whatever the occasion, our conversations are age appropriate and respectful of all religions and beliefs. The Guest Communicator Team's primary responsibility is to deliver content and provide professional, creative and SIGNATURE experiences for our guests. The Guest Communicator Team will also attend one team meeting per week, lead a small group, assist in Super Saturday, drive for hospital runs, and conduct One-to-Ones. Staff are also required to attend all meetings as outlined during staff training. Positions are available as follows:

PRODUCER - LARGE GROUP EXPERIENCES:

Large Group Experiences Producer's primary responsibility is to provide quality and creative programming for our guests. The Producer is responsible for rehearsing, programming, audio, visual, lighting and set preparations for guest ministry initiatives. The Producer will collaborate to create the "order of service" and provide overall leadership to the Guest Communicators through training, coaching and supporting in their communication skills and delivery of content and curriculum. They will work in coordination with the Production Manager and Production Team to ensure a seamless delivery of content at the large group experiences. The Producer will also be responsible for our staff service, Cadence.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Producers must have a heart for ministry and people, proven leadership skills, excellent planning, organizing and administrative skills, both oral and written communication skills, be personable, approachable, friendly and have a desire to come alongside individuals. Applicants must have proven production and ministry experience.

Salary Range: \$220 to \$250/week plus room and board

Contract Dates: May 27th to August 30th, 2019

GUEST COMMUNICATOR - CABIN CHAT/SPARK (Ages 6 to 10):

The Guest Communicator's primary responsibility is to deliver content for WILD and Venture guests in daily Cabin Chat times and at Spark, a weekly large group multi-media experience.

GUEST COMMUNICATOR - CONVO CAFÉ/IMPACT (Ages 11 to 16):

The Guest Communicator's primary responsibility will be to deliver content at daily Conversation Café (Exploring Life and Diving Deeper) sessions as well as speak at Impact, a large group multi-media experience, twice throughout the summer.

Skills & Attributes required:

Applicants must have excellent verbal communication skills, and be able to effectively speak in front of large groups. Experience with assigned age group is required. Experience speaking or teaching in both Christian and non-Christian settings is preferred. ***Please note:** Applicants must send a 2-3 minute video of them presenting our curriculum content or come prepared to interview ready to present 2-3 minutes of our curriculum content. Content will be sent at the same time as an offer for interview.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

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Essential Functions for all Program Positions

- Be able to assist guests and staff in an emergency
- Possess strength and endurance required to maintain constant supervision of guests and/or staff
- Have the ability to accompany guests across camp
- Be able to lead small and large group activities
- Have the ability to communicate well in person and on the phone

**** Please note that all staff are required to uphold the Muskoka Woods Vision and Mission, Core Values and Aspirations, as well as all policy and procedures as outlined during our Staff Development Week held at the beginning of your contract.**

**** Please note: All Counsellors stay in a cabin with our guests. All Program Leadership stay in shared staff accommodation.**

For more detailed job descriptions, please feel free to email:
staff@muskokawoods.com