

Director, Admissions (Parental Leave)

Outward Bound Canada is committed to inclusion and strives to have broad representation that reflects the diversity of Canada. We encourage applications from candidates who identify as Black, Indigenous, People of Colour or People of the Global Majority, members of the 2SLGBTQIA+ community, and all other equity-deserving groups.

THE ROLE

Outward Bound Canada is seeking a leader of the Admissions Department, with experience leading strong teams and managing an in-depth intake process, working with youth and families. As the Interim Director of Admissions, you will actively support the duties upheld by the Admissions Department in a position of leadership and experience, taking the lead in team responsibilities and oversight of the departmental strategy and operations. This is a 12-month contract covering parental leave, beginning in January, 2023.

The candidate will be responsible for upholding the integrity of the Admissions process from all angles, contributing to ongoing quality improvements in our processes as we continue to build our client base of individuals, schools and community groups and expand our open enrollment and funded program offerings. Our approach truly needs to be trauma-informed, in recognition that we work with groups and applicants from a diversity of life experiences, and in recognition of their differences and in preparation for their challenging and life-changing Outward Bound expedition. Your responsibilities will include supervising a dynamic team and taking the lead on participant medical screening decisions, liaising with our team of medical advisors as required; general admissions duties in preparation for courses; building and improving admissions process and procedures from a trauma-informed lens; and working closely with our regional teams and departments across the country to ensure that we can fulfill program and donor requirements through the collection of program data, participant data, testimonials and course outcomes. This position is responsible for ongoing assessments of departmental needs and workloads, making adjustments as required, supporting and mentoring team members and correction to processes and workloads as needed, which is critical in our busiest season from May through October. Some in-person time at one of our regional offices will be required to coordinate mailouts. This role is also responsible for departmental goal setting and individual goal setting of Admissions team members, with ongoing formal assessment and adjustment of goals. The candidate will track allocations from our scholarship and financial assistance programs with the Finance and Philanthropy teams. You will work closely with the Head of Program, Admissions Manager for Schools/Groups, and Head of Eastern and Western Canada on program design and strategy. This position will include supervisory and training responsibilities for the Admissions team and other departments throughout the year.

WHAT WE OFFER

Location: Remote mainly, and ideally close to one of our operating areas (Toronto/Haliburton Ontario, Vancouver/Courtenay BC, Canmore, AB).

Salary: \$60,000 – \$70,000 annually

Benefits: Comprehensive benefits package and Employee Assistance Plan

Term: Full Time 12 months, starting January 2023

Supervisor: Head of Program

Application Deadline: December 11, 2022

Requirements: Clear Vulnerable Sector check

OPPORTUNITY FOR IMPACT

- Supervise and mentor a team of department leaders with ongoing regular team meetings and individualized weekly check-ins, offering additional support as needed in the form of mentorship and workload overflow assistance.
- Participate in program-building and applicant registration for open enrollment, funded, and groups courses: intake paperwork, medical screening, and participant follow up by phone and email, as needed.
- Diligently practice and mentor the team on the admissions screening process and policies, demonstrating professionalism and compassion when speaking with adults, youth and parents/guardians about their detailed physical and mental health history.
- Build a positive, compassionate rapport with applicants (and the parents/guardians of youth applicants) and discuss confidential details using a trauma-informed approach and with compassion and confidentiality in mind. Our relationship building is done exclusively over email and telephone.
- Assess the current admissions screening process from a lens of inclusion for students from various cultural backgrounds and identities, making recommendations for inclusive and accessibility considerations.
- Take the lead on utilizing and maintaining tech tools and a detailed database of programs and participants using software and tools such as CampBrain, SmartSheet, Netsuite and GSuite.
- Further develop our onboarding process and procedures and provide training and refine our approaches on an ongoing basis, ensuring that the national team upholds best practices for a collaborative approach with our schools and groups clients.
- Create and offer relative training opportunities to the Admissions and Program teams as needed.
- Liaise with the Development and Finance teams to ensure that participant and program details are organized for grant writing and reporting.
- Support with organizing and tracking allocated funds for funded programs, and any additional funding support that our participants need.
- Create, review and edit key Admissions Department materials on an ongoing basis and hold relevant consultations with other departments as needed.
- Responsible for being on-call to support participant-related emergencies for several weekends and evenings while programs in operation. The successful must be open to a flexible and adaptive schedule, as some evenings and weekend hours will be required to meet the needs of the department.
- Represent the OBC Admissions department with internal and external partners as a dynamic and active member of the Outward Bound Canada team.
- Other duties as assigned.

WHAT YOU BRING

OBC recognizes relevant skills and experiences can be gained through volunteer and life experiences as well as professional and educational backgrounds. Please outline in a brief cover letter how you have gained the following experiences, and how you would apply them to this role:

- A strong leader with tested people management, organization and administrative skills.
- Ability to lead a busy team throughout the annual cycle of Outward Bound Canada, with cyclical workloads and a primary high season from May through October.
- Experience supervising and training new team members and building training programs and tools is required.
- Experience communicating with clients and fielding inquiries through email and telephone communications, with a helpful demeanor and trauma-informed approach.
- Superb communication skills via phone, email and video conference – our team liaises regularly both in person in the office and working remotely with our colleagues across the country.
- An organized individual who is task-oriented and excellent with time management, balancing independent and team-centered projects and tasks.
- Knowledge and experience in office management and complex administrative tasks.

- Keen attention to detail and the ability to complete tasks and create reports in a timely manner.
- A flexible and adaptable nature to ensure success as the needs of the department eb and flow throughout the busiest of times.
- Demonstrates cultural humility and an inclusive approach to interpersonal interactions with participants and colleagues, and values a strengths-based perspective.
- A deep understanding and personal commitment to equity and inclusion in the outdoors.
- Experience in and knowledge of the medical field is considered an asset – discussions with youth and their parents about their overall (mental and physical) health is a big part of the role.
- Experience and knowledge in working with First Nations, Métis and Inuit youth and community members is considered an asset.
- Experience using tools like Google Suite, Camp Brain, Smartsheet and Netsuite is considered an asset.
- Previous experience with Outward Bound Canada is considered an asset, but not required to apply to this position.
- A keen interest in outdoor pursuits and the desire to have a direct impact on getting young people outdoors for transformative experiences.

At Outward Bound Canada we believe that communities that have been historically underrepresented in outdoor recreation must be centered in the work we do. Therefore, we strongly encourage applications from people who will increase representation, and invite applicants to outline how they will contribute to this in their application.

LET'S CONNECT!

Apply for this position by submitting your cover letter and resume as one PDF using [this form](#).