

Director, Admissions (Parental Leave Coverage)

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 processes of youth and young adults. This is a 12-month contract covering parental leave, and the successful candidate will begin 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 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, in recognition of their differences and in preparation for their challenging and life-changing Outward Bound experience. Your responsibilities will include supervising a dynamic team of admissions advisors 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 collection of program data, participant data, testimonials and course outcomes. Some in person time at one of our regional offices will be required to coordinate mailouts.

WHAT WE OFFER

Location: Mostly remote with some in-office time, 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 12, 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 in areas such as intake paperwork and medical screening.
- Build positive and compassionate rapport with applicants and their guardians, and discuss confidential details using a trauma-informed approach
- Assess the current admissions screening process with a lens of inclusion for students from various cultural backgrounds and identities, make 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 such as CampBrain, SmartSheet, Netsuite and GSuite.
- Further develop our onboarding process and procedures, provide training and refine our approaches on an ongoing basis, to ensure that the national team is upholding best practices for a collaborative approach with our schools and groups clients.
- 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.
- Responsible for being on-call to support participant-related emergencies for several weekends and the evenings while programs are in operation
- Represent the 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, time management, organization and administrative skills.
- Ability to lead a busy team throughout the annual cycle of OBC, 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 using a trauma-informed approach.
- Superb communication skills via phone, email and video conference software
- Demonstrate cultural humility, 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 and knowledge in 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 IT tools like Google Suite, Camp Brain, Smartsheet and Netsuite is considered an asset.
- Previous experience with Outward Bound Canada is considered an asset.

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](#).