



# Volunteer Roles and Responsibilities

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## Volunteer Roles

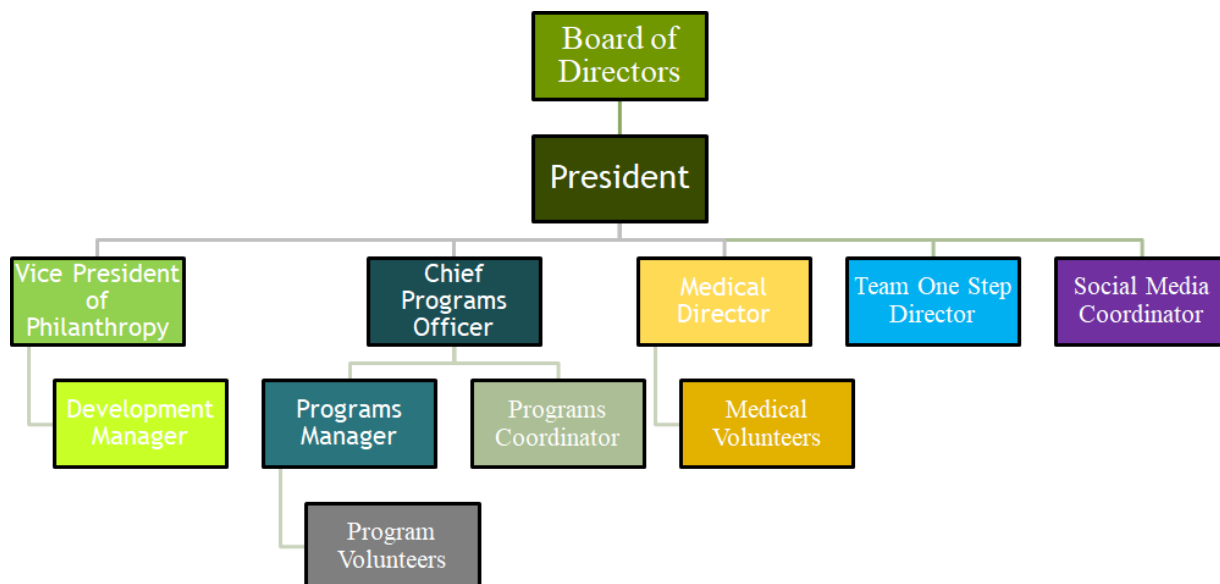
This handbook is intended to provide an overview of the various volunteer roles that Children's Oncology Services has at Camp One Step's programs. All program volunteers at Camp One Step programs must complete the on-line application (which includes an on-line Health History and proof of immunization), provide a copy of a valid driver's license or government-issued photo identification, copy of a valid health insurance card, and pass a background check.

Volunteers must complete the appropriate on-line training series, review the Volunteer Handbook, and submit the corresponding Volunteer Handbook Acknowledgment Form. In addition, the Social Media Policy should be reviewed, and the corresponding acknowledgement form completed. There may be additional qualifications needed for each Volunteer Role.

Each program is unique, and is structured to meet the needs of the participants. Therefore, not every program includes every role listed below, but uses them as they are needed. Each program does include a Program Director, Counselors, and Medical Staff. It is expected that all roles work in collaboration with each other, under the management of the Chief Programs Officer, to provide children with cancer and their families a safe and positive experience, that will create memories to last a lifetime.

Below you will find a brief overview of the Camp One Step organizational chart. It outlines how the organization is managed and governed. If you should have any questions, please do not hesitate to contact the Chief Programs Officer (323•6838) or Programs Manager (394220).

## Camp One Step Organizational Chart



## Volunteer Minimum Age Requirement

Subject	The minimum age required to volunteer
<b>Statement of Policy</b>	The minimum age requirement to volunteer as a staff member is 21 years old, at the start of the program.
<b>Purpose</b>	To promote a safe and positive environment for children with cancer and their families.
<b>Procedure(s) or Guideline(s)</b>	The minimum age requirement for staff to work with children according to the American Camping Association is Children's Oncology Services and Camp One Step programs require the volunteer to be at least 21 years old. At the Chief Programs Officer's discretion, staff under the age of 21 may be able to volunteer in other capacities such as food service and/or be assigned to assist staff who meet the minimum requirement. <i>This policy is compliant with the American Camping Association's requirement Human Resources "Staff Age Requirement" (HR-10).</i>

## General Volunteer Role Descriptions/Information

Subject	Volunteer Role Descriptions
<b>Statement of Policy</b>	Children's Oncology Services will provide Guideline(s) written role descriptions that identify the essential functions of the role and information on the nature and diversity of the total camp population, the general characteristics of the program, and the programs offered. <i>This policy is compliant with the American Camping Association's Human Resources requirement "Job Description/Information" (HR-6).</i>
<b>Purpose</b>	To help prepare staff, prior to the beginning of a program or camp, for the responsibilities they will be assuming. The chief function of camp staff is to ensure camper safety, and for making every reasonable effort to provide the child with a positive experience.
<b>Physical Requirements</b>	While being extremely rewarding on a personal level, being a camp volunteer can also present some challenges. There may be times when they will experience physical exertion by working with physically challenged campers – such as pushing a wheelchair, or assisting with other camper needs. In addition, the time spent at camp can present long days, requiring physical strength and endurance. Volunteers need to be willing and able to work extended hours.
<b>Guideline(s)</b>	<ul style="list-style-type: none"> <li>• Limit personal information shared with campers (e.g., do not share information re: bouts with addictions, abuse, etc.).</li> <li>• Volunteers are encouraged to participate in Counselors' Evening Gatherings.</li> <li>• Inappropriate behavior during the camp session may be cause for dismissal. Inappropriate behavior at other times may disqualify an individual from future participation in any Camp One Step Program.</li> <li>• This role serves at the guidance and direction of the President and the Chief Programs Officer, and is subject to dismissal at any time.</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Staffing assignments will be based on camper registration and needs; all assignments are subject to approval by the Chief Programs Officer.</li> <li>• Extended hours in buildings without air conditioning, and possibly physically-challenging terrain.</li> <li>• Volunteers are considered to be "on" for the duration of the program. For overnight programs, you are "on for 24 hrs" per day.</li> </ul>

Role	<b>Arts and Crafts - Staff</b>	
	<b>Reports To: Program Leader/Director</b>	<b>Selected by: Staff Coordinator/Director</b>
<b>General Description</b>	<p>The role of Arts and Crafts is to provide stimulating and enjoyable arts and crafts projects for a diverse group of campers, that are adaptable to children with a wide range of abilities/disabilities. They are also responsible for securing supplies and kits for creating camp bracelets for all programs.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Attend orientation weekend, if desired.</li> <li>• Responsible for adhering to all aspects of the Volunteer Handbook – read it, and be familiar with it.</li> <li>• Exhibit appropriate and mature conduct at all times when representing Children’s Oncology Services and Camp One Step programs, whether program is in session or not.</li> <li>• May be asked to assist with camper basic needs.</li> <li>• Campers should not be left unsupervised.</li> <li>• Maintain a healthy level of constructive behavior and discipline.</li> <li>• Maintain the intended purpose/goal of the program.</li> <li>• Lead or assist with activities, as assigned.</li> <li>• Participate in ‘all camp’ activities and with other programs, as available.</li> <li>• Seek Counselor or Program Leader for assistance in dealing with camper behavior, which may require additional, skilled support.</li> <li>• Remain in program location – available in case of emergency – after lights out.</li> <li>• Auxiliary staff are normally not expected to leave the program location, unless engaged in a program’s activity. Exceptions, when necessary, can be made. When there is urgent need, the auxiliary staff must request permission from the Program Director/their program leader to leave.</li> <li>• Orientation not required, but is optional for idea sharing/planning with A&amp;C staff or Program Leaders (see next two points).</li> <li>• Plan, shop for supplies and set up arts and craft projects.</li> <li>• Contact Program Leaders to schedule A/C projects and timing; purchase supplies as needed.</li> <li>• Create bracelet kits to distribute to the all programs, early in the week if desired.</li> <li>• Clean up after each camp session.</li> </ul>	

Role	<b>Assistant Program Director</b>	
	<b>Reports To: Program Director/Assistant Director</b>	<b>Selected by: Program Director</b>
<b>General Description</b>	<p>The Assistant Program Director is responsible for assisting the Director in planning and overseeing all aspects of their program, including decision-making and overall operations. The Assistant Program Director maintains the intended purpose/goal of their program. The Assistant Program Director communicates with the Program Director regarding camper and staff participants. The Assistant Program Director has oversight of a group of people with diverse backgrounds, ideas, and areas of expertise. Children's Oncology Services is charged with the care of many children, all of whom are in the trust of volunteer staff by their parents/guardians.</p> <p>Oversight and coordination of each program takes great skill, and devotion to its success. The Assistant Program Director must be available to the Director, volunteer staff, campers, the facility, and parents/guardians.</p>	
	<p>These are some of the recommended qualifications; exceptions can be made at the discretion of the Chief Programs Officer.</p> <ul style="list-style-type: none"> <li>• A bachelor's degree preferred or appropriate professional certification.</li> <li>• At least two prior seasons of administrative or supervisory experience in a program.</li> <li>• Is at least 25 years old.</li> <li>• Experience working with the camp population.</li> </ul> <p>In addition to the above requirements, the individual should:</p> <ul style="list-style-type: none"> <li>• Aware of counselor and leader roles and expectations; familiar with, and adhere to, volunteer handbook.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Strong organizational skills.</li> <li>• Ability to work with many different personality types and working styles.</li> <li>• Works well under pressure.</li> <li>• Computer proficiency required.</li> <li>• Enforce Policies and Procedures, and act accordingly.</li> <li>• Year-round responsibilities; peak activity/involvement months prior to session.</li> <li>• Available 24 hours a day during the session.</li> <li>• Support the Program Director and other duties as assigned.</li> <li>• Promotes inclusivity and diversity.</li> </ul>	

Role	<b>Audio Visual - Staff</b>	
	<b>Reports To: Program Leader/Director</b>	<b>Selected by: Staff Coordinator/Director</b>
<b>General Description</b>	The role of the Audio Visual team is to capture the camp experience via various media (e.g. putting together a slide show at the end of the program/week). This is accomplished by capturing photos/videos, etc... over the course of the program.	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Attend orientation weekend is optional.</li> <li>• Responsible for adhering to all aspects of the Volunteer Handbook – read it, and be familiar with it.</li> <li>• Exhibit appropriate and mature conduct at all times when representing Children’s Oncology Services and Camp One Step, whether program is in session or not.</li> <li>• May be asked to assist with camper basic needs.</li> <li>• Campers should not be left unsupervised.</li> <li>• Maintain a healthy level of constructive behavior and discipline.</li> <li>• Maintain the intended purpose/goal of the program.</li> <li>• Lead or assist with activities, as assigned.</li> <li>• Participate in ‘all camp’ activities and with other programs, as available.</li> <li>• Ask Counselor or Program Leader for assistance in dealing with camper behavior, which may need additional support.</li> <li>• Remain in program location – available in case of emergency – after lights out.</li> <li>• Auxiliary staff are normally not expected to leave the program location, unless engaged in a program’s activity. Exceptions, when necessary, can be made. When there is urgent need, the auxiliary staff must request permission from the Program Director/their program leader to leave.</li> <li>• Coordinate with program(s) to schedule group photos and/or photo projects.</li> <li>• Assemble visual recap of the program (slideshow, short film, etc...).</li> <li>• Capture holistic view of the program(s).</li> </ul>	

Role	<b>Counselor</b>	
	<b>Reports To: Program Leader/Director</b>	<b>Selected by: Staff Coordinator/Director</b>
<b>General Description</b>	<p>The chief function of the camp counselor is to be responsible for the camper's safety, and for making every reasonable effort to provide the child with a positive experience. Being a counselor for Camp One Step is a privilege; parents place a high level of faith in the volunteers when they entrust their children to our care. Frequently, the interaction between staff and campers may result in the counselor also assuming the role of substitute parent, teacher, leader, arbitrator, counselor and friend.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Attend mandatory orientation.</li> <li>• Responsible for adhering to all aspects of the Volunteer Handbook – read it, and be familiar with it.</li> <li>• Counselors are expected to exhibit appropriate and mature conduct at all times when representing Children's Oncology Services and Camp One Step, whether a program is in session or not.</li> <li>• May be asked to assist with any and/or all activities of daily living for their camper(s).</li> <li>• Counselors are 'on duty' 24 hours a day, during the program session including camper free time, quiet/rest time, and meals.</li> <li>• Counselors have responsibility to monitor campers activities and whereabouts at all times, as determined by Program Leaders/Directors.</li> <li>• Counselors always have responsibility for campers during off campus activities, and should not rely on instructors, donors, or other outside individuals such as boat owners, providers, visitors, etc.</li> <li>• Make sure the campers maintain reasonable standards of cleanliness for themselves and their living environment.</li> <li>• Maintain a healthy level of constructive behavior and discipline.</li> <li>• Maintain the intended purpose/goal of the program to which they are assigned.</li> <li>• See that campers get to their activities on time.</li> <li>• Lead or assist with activities, as assigned.</li> </ul>	



**Counselor  
Responsibilities  
Continued**

- Counselor should accept any assignments and tasks, as delegated by the Program Leader/Director. If the counselor cannot, for any reason, carry out an assignment or task, the situation should be discussed with the Program Leader (Summer Camp) or Program Director (all other programs), so appropriate action can be taken. Counselors remain on duty until released by the Program Leader (Summer Camp/Program Director for all other programs). For Summer Camp Week 1 counselors, this is generally after campers and duties are “turned over” to Week 2 counselors. For Summer Camp Week 2 counselors, this is generally after all campers have been picked up, and rooms/common areas are checked for condition of the space (i.e., property damage, vandalism, etc.), and for items left behind. Program Directors – Non-Summer Camp will communicate specific expectations, based on the requirements of the program.
- Ensure campers are awake and ready for the day at the appropriate/assigned time. Supervise campers during waterfront activities, with 1:1 support for campers that need such, as deemed by Medical Team.
- Ask the Program Leader for assistance in addressing camper behavior.
- Return to cabin after evening program, and remain with campers until they are asleep. When assigned, remain in program location – available in case of emergency – after lights out. Checking on campers after lights out is to be scheduled on a rotating basis, within each program.
- Counselors are normally not expected to leave the program location, unless engaged in a program’s activity. Exceptions, when necessary, can be made. When there is urgent need, the counselor must request permission from their Program Leader/Director to leave.
- Camper feedback/evaluation forms are completed and turned in, as needed.
- Program evaluation forms are completed and turned in, as required.
- Comply with directions/instructions provided by medical staff.
- Communicate all medical concerns of the campers to the medical staff for triage.
- For campers with dietary restrictions, monitor the camper's intake to ensure appropriate. May need to assist the camper in selecting appropriate food choices.

Role	<b>Medical Staff</b>	
	<b>Reports To: Medical Director</b>	<b>Selected by: Medical Director</b>
<b>General Description</b>	<p>The chief function of camp medical staff is to be responsible for the camper's health and safety, and for making every reasonable effort to provide the child with a positive experience. The role of the Medical Director is the coordination and management of the Medical Program for every Camp One Step program.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Attendance optional at orientation weekend.</li> <li>• Responsible for adhering to the Volunteer Manual – read it, and be familiar with it.</li> <li>• Exhibit appropriate and mature conduct at all times when representing Children's Oncology Services and Camp One Step, whether a program is in session or not.</li> <li>• Participate in 'all camp' activities and other programs, if available.</li> <li>• Ask Counselor or Program Leader for assistance in dealing with camper behavior issues, as needed.</li> <li>• Remain in program location – available in case of emergency – after lights out.</li> <li>• Medical staff normally would not leave the COS program location, unless engaged in a program's activity. Under the direction of the medical director, medical staff may be asked to accompany a child to the hospital, ER, Clinic or pharmacy.</li> <li>• Medical staff will be encouraged to volunteer for the entirety of the program but due to work schedules, this may not be possible. The medical director will negotiate the length of assignment. For programs that require air travel, the medical staff will be required to attend the program in its entirety.</li> <li>• Participate in check-in of campers, through Med Office.</li> <li>• Assist with preparation and delivery of medications for campers, per protocols.</li> <li>• Provide medical coverage as assigned to programs.</li> <li>• Review camper medical forms, and provide all medical cares, as needed.</li> <li>• Accompany camper for medical services requiring transfer for higher level of care.</li> <li>• Be available to provide overnight coverage, as assigned, for on-call medical.</li> <li>• Provide medical guidance to program volunteers, with camper safety as a priority. This includes providing medical recommendations about programming that may not be safe. Facilitate or alert Medical Director to any off site medical needs (hospital runs, pharmacy runs, etc.) requiring the Roverback program.</li> <li>• Assist with return of personal medications for campers at end of camp session.</li> <li>• Current license to practice in their medicine or nursing in their respective field.</li> <li>• BLS training up to date.</li> <li>• Demonstrates ability to prioritize the medical needs of campers.</li> <li>• Excellent communication &amp; organization skills.</li> <li>• Demonstrates ability to work in a team setting.</li> <li>• Chemotherapy certification required if packaging chemotherapy or administering parental chemotherapy.</li> <li>• Provide education to program leaders/counselors on the medical needs of the camper at the beginning of the camp program.</li> </ul>	

Role	<b>Program Coordinator</b>	
	<b>Reports To: Program Director/Assistant Director</b>	<b>Selected by: Program Director</b>
<b>General Description</b>	<p>The Program Coordinator is responsible to assist the Program Director in planning and overseeing aspects of Camp. Program Coordinator maintains the intended purpose/goal of Camp. Program Coordinator communicates and coordinates with appropriate personnel regarding food service, lake front, housing, recreation, activity space, etc. The Program Coordinator assists Program Leaders/Director with implementation of their respective programs. Coordination of programs takes skill and devotion to its success.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Aware of counselor and leader roles and expectations.</li> <li>• Familiar with and adhere to, Volunteer Handbook.</li> <li>• Excellent communication and interpersonal, and organizational skills.</li> <li>• Ability to work with many different personality types and working styles.</li> <li>• Works well under pressure.</li> <li>• Computer proficiency required.</li> <li>• Participate and assist in leading Camp Program Leader meetings.</li> <li>• Enforce Policies and Procedures, and act accordingly.</li> <li>• Accessible to Program Director to meet camp's needs.</li> <li>• Assist Program Leaders with operations.</li> <li>• For Summer Camp, it may include year-round responsibilities.</li> </ul> <p>Also Summer Camp - Oversee tracking and communication of:</p> <ul style="list-style-type: none"> <li>• Housing, with information provided about campers and volunteers.</li> <li>• Transportation (buses, chase vehicles).</li> <li>• Meals.</li> <li>• Supplies (general camp needs).</li> <li>• Venues.</li> <li>• Boat Day.</li> <li>• Develop and maintain Camp master schedule.</li> <li>• Available 24 hours a day during camp session.</li> <li>• Monitor and report guests/visitors (i.e., donors, guests, etc.).</li> <li>• Communicate to Program Director and Program Leaders as needed.</li> <li>• Ensure that Guest Forms are complete, submitted, and filed.</li> <li>• Participate in Program Leader morning meetings.</li> <li>• Assist with facilitating the program evaluation process (surveys).</li> </ul>	

Role	<b>Program Director – Non-Summer</b>	
	<b>Reports To: Chief Programs Officer/Programs Manager</b>	<b>Selected by: Chief Programs Officer/Programs Manager</b>
<b>General Description</b>	<p>The Program Director (Non-Summer) is responsible for planning and overseeing all aspects of their program. Program Director maintains the intended purpose/goal of their program. The Program Director has primary responsibility to ensure camper safety during the entire session. Program Director communicates with Chief Programs Officer or Programs Manager regarding camper and staff participants, and with Medical Director for medical volunteers, and regarding the medical needs of the campers. The Program Director has oversight of a group of people with diverse backgrounds, ideas, and areas of expertise. Children's Oncology Services is charged with the care of many children, all of whom are in the trust of volunteer staff by their parents/guardians.</p> <p>Oversight and coordination of each program takes great skill, and devotion to its success. This responsibility is not something that can be taken lightly, and requires the ability to make decisions—sometimes unpopular— in aspects of the program. The Director's role is to assist and oversee their staff in decision making and operations of the program. The Program Director must be available to the Chief Programs Officer or Programs Manager, volunteer staff, campers, the facility, and parents/guardians.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<p>These are some of the recommended qualifications; exceptions can be made at the discretion of the Chief Programs Officer.</p> <p>A Bachelor's Degree or appropriate professional certification.</p> <ul style="list-style-type: none"> <li>• At least two prior seasons of administrative or supervisory experience in a program.</li> <li>• Is at least 25 years old.</li> <li>• Experience working with the camp population.</li> </ul> <p>Also:</p> <ul style="list-style-type: none"> <li>• Aware of roles and expectations; familiar with, and adhere to, volunteer handbook.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Strong organizational skills.</li> <li>• Ability to work with many different personality types and working styles.</li> <li>• Works well under pressure.</li> <li>• Computer proficiency required.</li> </ul> <p>Enforce Policies and Procedures, and act accordingly.</p> <ul style="list-style-type: none"> <li>• Year-round responsibilities; peak activity/involvement months prior to session.</li> <li>• Oversee entire program session, and available 24 hours a day during the session.</li> <li>• Accessible to meet all program's needs.</li> </ul>	

**Program Director  
Responsibilities,  
Special Skills, or  
Abilities  
Required – Cont.**

Plan and budget for program needs, and submit to Chief Programs Officer:

- Transportation (buses, chase vehicles).
- Meals.
- Supplies.
- Venues.
- Housing.
- T-shirts.
- Bracelets.

Submit paperwork/documentation as appropriate:

- Deposits and balance due amounts (to Chief Programs Officer).
- Program receipts, reimbursement forms and petty cash (to Chief Programs Officer).
- Certificate of insurance, as needed (to Chief Programs Officer).
- Camper evaluations (to Chief Programs Officer).
- Staff evaluations (to Chief Programs Officer).

Review list of volunteer applicants, excluding medical volunteers, with Chief Programs Officer, prior to acceptance.

With Chief Programs Officer, communicates to camper families, as appropriate:

- Acceptance letter.
- Itinerary.
- Packing list.
- Applicable waivers (parental/guardian signature and return).
- Documents specific to the program.

Communications to staff, as appropriate, per program

- Itinerary.
- Packing list.
- Waivers: Venue/activity specific.
- Room assignments.
- Camper assignments.
- Documents specific to program.
- Communicate/share special needs list for campers (prepared by lead medical staff).
- Coordinate shipment and/or return of supplies, as needed, to program location
- Communicate special needs of campers, which is prepared by Medical Staff, as appropriate, (wheelchairs, crutches, etc.) to airline, venues, hosts, etc.
- Ensure awareness of all guests
- Monitor campers for any photo release restrictions
- Coordinate and participate in counselor meetings during program session, as needed
- Awareness of any camper concerns during session; communicate to Chief Programs Officer, and collaborate to resolve
- Address behavioral issues or other concerns submitted by staff
- Contact camper family as needed with Chief Programs Officer
- Address medical issues with Medical Director
- Alert Chief Programs Officer immediately if concerns arise about campers or staff
- Planning may include year-round engagement
- Medical Staff may cancel programming if concerned about camper safety

Role	<b>Program Director – Summer Camp</b>	
	<b>Reports To: Chief Programs Officer/Programs Manager</b>	<b>Selected by: Chief Programs Officer/Programs Manager</b>
<b>General Description</b>	<p>The Summer Camp Program Director oversees all aspects of Summer Camp. The Director maintains the intended purpose/goal of Summer Camp. The Program Director has primary responsibility to ensure camper safety during the entire camp session. The Director coordinates and supports camper and staff recruitment. The Program Director has oversight of a large group of people with diverse backgrounds, ideas, and areas of expertise. Children's Oncology Services is charged with the care of many children, all of whom are in the trust of Summer Camp volunteer staff by their parents/guardians. Oversight and coordination of Summer Camp takes great skill, and devotion to its success. This responsibility is not something that can be taken lightly, and requires the ability to make decisions in many aspects of Summer Camp. It is a year-round commitment. The Director is responsible for the overall implementation of Summer Camp, including, but not limited to, planning, staffing, and organizing for the entire two-week Summer Camp session and Orientation. The Director's role is to assist and oversee Program Leaders in decision making and operations of the various Summer Camp programs. The Program Director must be available to the Chief Programs Officer, Programs Manager, Medical Director, Program Coordinator, Program Leaders, Program Volunteers, the facility, campers and families.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<p>These are some of the recommended qualifications; exceptions can be made at the discretion of the Chief Programs Officer.</p> <ul style="list-style-type: none"> <li>• A Bachelor's Degree preferred or appropriate professional certification.</li> <li>• At least two prior seasons of administrative or supervisory experience in a program</li> <li>• Has accessed personal need in core areas of accepted camp management practices</li> <li>• Is at least 25 years old.</li> <li>• Experience working with the camp population.</li> </ul> <p>In addition to the above requirements, here are some of the expectations:</p> <ul style="list-style-type: none"> <li>• Aware of roles and expectations; familiar with, and adhere to, volunteer handbook.</li> <li>• Excellent communication, interpersonal, and organizational skills.</li> <li>• Ability to work with many different personality types and working styles.</li> <li>• Works well under pressure.</li> <li>• Computer proficiency required.</li> <li>• Enforce Policies and Procedures, and act accordingly.</li> <li>• Commitment, with year round responsibilities; peak activity/involvement during Spring, through end of Summer Camp session.</li> <li>• Oversees both weeks of Summer Camp.</li> <li>• Coordinate and lead Summer Camp Program Leader meetings.</li> <li>• Oversee Orientation Weekend.</li> <li>• Select and work with weekend facilitator(s) to approve agenda.</li> </ul>	

**Program Director  
Responsibilities,  
Special Skills, or  
Abilities  
Required – Cont.**

- Lead some aspects of the weekend.
  - Direct, monitor and assist Program Leaders of Summer Camp Programs with decision making and operations.
  - Recruit staff for open Program Leader positions, as needed.
  - Accessible to meet all camp's needs.
- Coordinate with:
- Program Coordinator.
  - Program Leaders.
  - Staff Registrar.
  - Medical Director.
  - Quartermaster.
  - Roverbacks.
- Work with Program Coordinator regarding, but not limited to:
- Transportation (buses, chase vehicles).
  - Meals and Supplies.
  - Venues.
  - Housing (Staff Registrar).
  - Apparel and pins.
  - Ensure Program Leaders submit paperwork/documentation as required.
  - Deposits and balance due amounts (to Chief Programs Officer).
  - Program receipts, reimbursement forms and petty cash (to Chief Programs Officer).
  - Approve and oversee Summer Camp master schedule.
  - Available 24 hours a day during Summer Camp session.
  - Approve guests/visitors; ensure guest log/from completion.
  - Coordinate and lead Program Leader morning meetings.
  - Awareness of any camper concerns during Summer Camp session.
  - Address behavioral issues or other concerns submitted by Program Leaders.
  - Address medical issues with Medical Director.
  - Communicate camper/staff concerns with Chief Programs Officer.

Role	<b>Program Leader</b>	
<b>Reports To: Program Director/Assistant Director</b>	<b>Selected by: Program Director</b>	
<b>General Description</b>	<p>The Program Leader is responsible for planning and overseeing all aspects of his/her designated program. Program Leader maintains the intended purpose/goal of the program. Program Leader is responsible to ensure camper safety during the entire camp session. Program Co-leaders should share planning and implementation responsibilities throughout the year.</p> <p>Program Co-leaders should perform as a cohesive team during camp session.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Fulfill all role expectations for counselor.</li> <li>• Responsible for adhering to the Volunteer Manual – read it, and be familiar with it.</li> <li>• Excellent communication, interpersonal &amp; organizational skills.</li> <li>• Ability to work with variety of personalities, cultures, and backgrounds.</li> <li>• Ability to be flexible and adaptable.</li> <li>• Focus on inclusivity.</li> <li>• Plan and budget for program needs; submit program schedules to Program Coordinator by deadlines.</li> <li>• Direct and monitor volunteer counselors serving in program and provide developmental feedback as needed.</li> <li>• Participate in morning Program Leader meetings during camp session.</li> <li>• Hold daily staff meetings for the program to communicate relevant, updated information in a timely fashion.</li> </ul> <p>Address any camper concerns with leadership as appropriate – medical issues with Medical Director and behavioral issues, or other concerns, with Camper/Staff Liaison and/or Program Director and/or Assistant Director.</p> <p>Ensure that medical information is shared with the counselors in a timely manner and works with assigned medical staff to identify an opportunity for discussion of specific medical information with the counselor team at the start of camper programming.</p>	



- Work collaboratively with the medical team to ensure that scheduled activities are medically safe for the campers and to assess need for possible adaptation. Recognize that the Medical Staff have the go/no-go for an activity, as relates to camper safety.
  - Incorporate the assigned medical staff into program communication.
  - Monitor campers for any photo release restrictions, as needed.
  - Ensure Program Director is aware of all guests; monitor guest Form/Log.
  - Exit interview with Program Director-Summer Camp and Assistant Director-Summer Camp; mandatory for first time leaders, but is optional for returning leaders.
  - Create and maintain program specific “how to” manual to include 12- month outline, forms, communications template(s), contact lists, etc. and saved in Dropbox.
  - Ensure camper safety at all times, throughout camp session.
- Ensure camper belongings sent with campers, and that camper housing/programming environment left in satisfactory condition after campers leave. Leaders should specifically assign volunteer counselors in their program to do the following:
- Accompany any campers from their program using the bus for transportation; counselors must stay with campers until bus leaves.
  - Check camper rooms/areas at end of camp session for any camper personal items; they should be turned in to Camp One Step administration.
  - Check program’s rooms and common areas for condition. If not assigned to volunteer counselors, it is the responsibility of the Leaders to meet these requirements before checking out with the Program Director-Summer Camp.
  - Available to attend Program Leader meetings, Orientation Weekend, and Summer Camp Session
  - Submit paperwork/documentation as appropriate.
  - Program receipts, reimbursement forms and petty cash.
  - Program specific waivers and trip forms signed (i.e., Watersports, OWLS, etc.).
  - Camper evaluations.
  - Staff evaluations.
  - Create and communicate nighttime/emergency plan to campers and staff.

Role	<b>Quartermaster - Staff</b>
<b>Reports To: Program Leader/Director</b> <b>Selected by: Staff Coordinator/Director</b>	
<b>General Description</b>	<p>The chief function of camp staff is to be responsible for the camper's safety, and for making every reasonable effort to provide the child with a positive experience. The Quartermaster is responsible for soliciting food for out-of-camp trips, packing food, cleaning, and maintaining Quartermaster working areas. Work with other programs to provide outdoor cooking techniques and/or supplies.</p>
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Attendance to orientation weekend is optional.</li> <li>• Responsible for adhering to all aspects of the Volunteer Handbook – read it, and be familiar with it.</li> <li>• Exhibit appropriate and mature conduct at all times when representing Children's Oncology Services and Camp One Step, whether program is in session or not.</li> <li>• Campers should not be left unsupervised.</li> <li>• Maintain a healthy level of constructive behavior and discipline.</li> <li>• Maintain the intended purpose/goal of the program.</li> <li>• Participate in 'all camp' activities and with other programs, as available.</li> <li>• Ask Counselor or Program Leader for assistance in dealing with camper behavior, which you cannot handle.</li> <li>• Remain in program location – available in case of emergency – after lights out.</li> <li>• Auxiliary staff are normally not expected to leave the program location, unless engaged in a program's activity. Exceptions, when necessary, can be made. When there is urgent need, the auxiliary staff must request permission from the Program Director/their program leader to leave.</li> </ul> <p>Ideal to have one member of Quartermaster team "Servesafe" certified.</p> <ul style="list-style-type: none"> <li>• Maintain cleanliness of Quartermaster areas.</li> <li>• Coordinate solicitation from donors for Camp, 4-7 months prior to program.</li> <li>• Arrange/coordinate pick up of donated items.</li> <li>• Send "Thank you" letters; this may be done with assistance of COS staff.</li> <li>• Ensures appropriate foods are available for campers with dietary restrictions.</li> <li>• Provide food options that promote a healthy, nutritional balance.</li> </ul>

Role	<b>Roverback - Staff</b>	
	<b>Reports To: Program Leader/Director</b>	<b>Selected by: Staff Coordinator/Director</b>
<b>General Description</b>	The chief function of camp staff is to be responsible for the camper's safety, and for making every reasonable effort to provide the child with a positive experience. The role of Roverback is responsible for providing assistance, transportation, and other duties, as requested.	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Attendance at orientation weekend is optional.</li> <li>• Responsible for adhering to the Volunteer Handbook – read it, and be familiar with it.</li> <li>• Exhibit appropriate and mature conduct at all times when representing Children's Oncology Services and Camp One Step, whether program is in session or not.</li> <li>• Campers should not be left to be monitored by Roverback Staff, unless being transported.</li> <li>• Maintain a healthy level of constructive behavior and discipline.</li> <li>• Maintain the intended purpose/goal of the program.</li> <li>• Participate in 'all camp' activities and with other programs, as available.</li> <li>• Ask Counselor or Program Leader for assistance in dealing with camper behavior.</li> <li>• Remain in program location – available in case of emergency – after lights out.</li> <li>• Auxiliary staff are normally not expected to leave the program location, unless engaged in a program's activity. This does not include the role of the Roverback. Exceptions, when necessary, can be made. When there is urgent need, the auxiliary staff must request permission from the Program Director/their program leader to leave.</li> <li>• Staff needs to have willingness, and be physically able to work long hours.</li> <li>• Must be able to lift heavy items, and be physically fit to walk up and down hills.</li> <li>• Must meet requirements of being a Driver (see policy), if driving responsibilities are included, and be able to drive safely at night.</li> <li>• Works in collaboration with the medical team to provide medical transport of campers and accompanying medical staff as needed.</li> <li>• Ensuring water stations are replenished as needed.</li> <li>• Aid in moving items to and from storage.</li> <li>• Assist medical team with setting up and putting away of medical office items/supplies.</li> <li>• Transports labs &amp; other specimens as indicated to designated laboratory.</li> <li>• Picking-up/transporting medications and shopping for supplies, as needed.</li> </ul>	

Role	<b>Staff Coordinator</b>	
	<b>Reports To: Program Director/Assistant Director</b>	<b>Selected by: Program Director</b>
<b>General Description</b>	<p>The chief function of camp staff is to be responsible for the camper's safety, and for making every reasonable effort to provide the child with a positive experience. The Staff Coordinator is responsible for all aspects of the staff application process: maintaining databases, processing and managing applications, and communicating with Program Director and Chief Programs Officer.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Aware of counselor and leader roles; adhere to, Volunteer Handbook.</li> <li>• Excellent communication, interpersonal, and organizational skills.</li> <li>• Ability to work with many different personality types and working styles.</li> <li>• Works well under pressure.</li> <li>• Computer proficiency required.</li> <li>• Preferred experience in interview situations.</li> <li>• Commitment, with year-round responsibilities (Summer Camp); peak activity/involvement six months prior to the program.</li> <li>• Available to attend seasonal Leader meetings.</li> <li>• Participate in Program Leader morning meetings (Summer Camp).</li> <li>• Attend orientation weekend (Summer Camp).</li> <li>• Check-in process (nametags, greeters, staff photos, etc...).</li> <li>• Staff assignments distributed to Program Leaders (Summer Camp).</li> <li>• Ensure number of staff is appropriate for the programs; addresses number of campers in programs and special needs campers.</li> <li>• Confer with Medical Director for one- on-one and special needs campers.</li> <li>• Exhibit appropriate and mature conduct at all times when representing Children's Oncology Services and Camp One Step.</li> <li>• Optional participation in 'all camp' activities and other programs as, available.</li> <li>• Available 24 hours a day during a program.</li> <li>• Year-round involvement (Summer Camp).</li> <li>• Ensure staff applications are completed.</li> </ul>	

Online Application process:

- Enforce timelines (specify application submission dates – open and close).

Coordinate new staff applicant interviews:

- Date and time.
- Co-interviewers.
- Interview process defined.

Communications to returning and new staff as appropriate:

- Acceptance email.
- Packing list.
- Communicate assignments to Program Coordinator and Director.
- Maintain staff records.
- Program assignments.
- Staff evaluations.
- Respond to all calls/emails regarding Summer Camp participation.

In relation to Summer Camp:

- Coordinate Summer Camp staff bus chaperones.
- Coordinate staff check-in and registration both Saturdays of camp.
- Reassign staff as needed.
- Call no-show staff to determine status.
- Participate in Program Leader morning meetings.
- Support Summer Camp Director with any assigned tasks during the duration of Summer Camp, including camp office functions.
- Update staff list as needed.
- Deliver staff bus rider lists to Program Leaders.
- Announce staff bus chaperones at meals; communicate bus information.
- Participate in new staff meetings.
- Coordinate and conduct new staff feedback meetings (both weeks for Summer Camp).
- Collect and review staff evaluations with Program Director.
- Volunteer performance evaluation.

Role	<b>Waterfront - Staff</b>	
<b>Reports To: Program Leader/Director</b>		<b>Selected by: Staff Coordinator/Director</b>
<b>General Description</b>	<p>The chief function of camp staff is to be responsible for camper safety, and for making every reasonable effort to provide the child with a positive experience. The role of the Waterfront is to evaluate abilities, via pre-qualifying demonstration of ability, before any new Camp One Step person can go into water above chest level, or use equipment, other than rowboats. They are not lifeguards, although they monitor waterfront/pool activities.</p>	
<b>Responsibilities, Special Skills, or Abilities Required</b>	<ul style="list-style-type: none"> <li>• Attendance at orientation weekend is optional.</li> <li>• Responsible for adhering to the Volunteer Handbook – read it, and be familiar with it</li> <li>• Exhibit appropriate and mature conduct at all times when representing Children’s Oncology Services and Camp One Step, whether program is in session or not.</li> <li>• Campers should not be left to be supervised by Waterfront Staff.</li> <li>• Maintain a healthy level of constructive behavior and discipline.</li> <li>• Maintain the intended purpose/goal of the program.</li> <li>• Participate in ‘all camp’ activities and with other programs, as available.</li> <li>• Ask Counselor or Program Leader for assistance in dealing with camper behavior.</li> <li>• Remain in program location – available in case of emergency – after lights out.</li> <li>• Auxiliary staff are normally not expected to leave the program location, unless engaged in a program’s activity. Exceptions, when necessary, can be made. When there is urgent need, the auxiliary staff must request permission from the Program Director/their program leader to leave.</li> <li>• Coordinate with facility regarding available equipment and number of Lifeguards.</li> <li>• Confirm daily schedules with Program Leaders.</li> <li>• Supervise arrival, guidance, and entry into waterfront activity for scheduled programs; controlling and observing swimmers.</li> <li>• Oversees instruction for watercraft, and utilization of piers.</li> <li>• Summer Camp: Week 1 manages preliminary steps to coordinate lake swim.</li> <li>• Summer Camp: Week 2 confirm lake swim arrangements:</li> <li>• Use of launch site.</li> <li>• Secure row and chase boats.</li> <li>• Secure guards, rowers, and spotters.</li> <li>• Determination of qualified participants with Medical Director.</li> <li>• Arrange schedule, transport, equipment and assignments of lake swim participants</li> <li>Coordinate waterfront activities as appropriate.</li> </ul>	