



Position: **Wilderness Program Manager**

Immediate Supervisor: Ontario Program Director

Location: Katrine, ON (north of Huntsville)

Start date: September 5, 2017

Since 1969, Outward Bound Canada has made it our mission to cultivate resilience, leadership, connections and compassion, through inspiring and challenging journeys of self-discovery in the natural world. A not-for-profit, charitable, educational organization, Outward Bound Canada has challenged over 150,000 Canadians to step out of their comfort zone with our unique outdoor adventures. We pride ourselves on offering transformational journeys that encourage participants to push beyond their limits and discover their true potential.

ABOUT THE POSITION

The Wilderness Program Manager is in charge of ensuring that the transformational journey experienced by the student is planned and delivered in a highly organized, responsible manner. This role will manage the northern Ontario expeditions including: employees, program site areas, and programs, including: course administration, course planning, programming, delivery, logistics, risk oversight, supervision, and evaluation. In addition, the Program Manager provides support to instructors, client, partners and all other organizational relationships. This position is based in Katrine (approximately 30 minutes north of Huntsville, Muskoka, ON). The expeditions are delivered year round and include canoeing, dogsledding, and backpacking.

DUTIES AND RESPONSIBILITIES

PROGRAM

- Coordinates the execution of the program plans with the Program Director
- Manages instructional employees, ensuring high quality program delivery
- Logistics: ensuring high quality and efficient logistical systems which includes transportation and equipment systems
- Works in conjunction with Director to enhance and develop programming
- Creates, monitors and maintains: unique programmatic designs, program implementation and evaluation
- Other duties as assigned

RISK MANAGEMENT

- Ensures courses and programs are run in accordance with risk management protocols
- Achieves the objectives of the OBC National Risk Management Policy and acts as the Regional Safety Officer
- Addresses and facilitates all incident reporting processes
- Provides risk management briefings and de-briefings to employees
- Ensures students are briefed as to participation expectations and safety requirements
- Facilitates and monitors logistics, food, transportation, admissions, route planning, staffing, emergency response and curriculum plans to maintain appropriate risk management and oversight of safety systems



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- In times of need: field ready to replace a staff member on course
- Provides support to other programs operating out of the wilderness base including but not limited to: on-call responsibilities, staffing support, logistical support

ADMINISTRATION

- Ensures the workspace is compliant with Health and Safety standards in collaboration with the Program Director and HR
- Provides direct customer care for participants and their families/teachers/agencies
- Coordinates the transfer of course information from key sources to instructors
- Works with team to schedule on-call service, manage evacuations and other field responses
- Organizes and facilitates program evaluation and paperwork process
- Works with Director in the hiring, training, evaluation, and mentoring of employees
- Maintains up-to-date knowledge of current industry trends and standards
- Leadership: participates in national OBC team meetings and retreats, providing regional leadership and representation as required
- Supervises and maintains contractor relationships; i.e. food service provider, parks, etc
- Ensures that there is a positive, welcoming, harmonious and constructive environment

QUALIFICATIONS AND EXPERIENCE

- Understanding and application of OBC policies and philosophies
- Proficient in behaviour management, crisis intervention and problem solving
- Experience with tripping practices and principles
- Ability to read and interpret map coordinates
- Experience in adventure and experiential educational module delivery
- Focus on providing high levels of customer service
- Ability to be a significant contributor to several small teams as well as working unsupervised
- Experience in managing and maintaining a positive instructor team and community
- Highly organized, computer, database, and social media proficient
- High level of mentorship, professionalism and follow through

CERTIFICATIONS

- Wilderness First Responder (WFR)
- CPR-C
- Bronze Cross / NLS
- F-Class (or equivalent) Driver's License (or willing to obtain)
- Paddle Canada or ORCKA Certification (or willing to obtain)
- Whitewater Rescue Technician (or willing to obtain)
- Post-secondary education in one of the following fields: environmental science, education, recreation, therapy (an asset)

COMPENSATION AND BENEFITS:

- Full time, year round position

READY TO APPLY?

Application deadline: August 18, 2017

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Cover letters, resumes and trip logs can be submitted via our application database:
<https://app.smartsheet.com/b/form?EQBCT=adce5f5ca4b0487d8d8b7106071a1163>

Please identify the position as “Wilderness Program Manager” when you apply.

Outward Bound Canada is an equal opportunity employer. We thank all applicants for their interest; however, only candidates selected for an interview will be contacted.