



Position: **Rocky Mountain Program Manager**

Immediate Supervisor: Director of Learning and Adventure

Location: Canmore, AB

Start date: January 2, 2018

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

We are searching for a leader for our Rocky Mountain program. The Rocky Mountain 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 Rocky Mountain expeditions including: employees, course administration, course planning, programming, delivery, logistics, risk oversight, supervision, and evaluation. In addition, the RM Program Manager provides support to instructors, client, partners and all other organizational relationships.

DUTIES AND RESPONSIBILITIES

PROGRAM

- Coordinates the execution of the program plans
- Manages instructional employees, ensuring high quality program delivery
- Ensures high quality and efficient logistical systems which includes transportation and equipment systems
- 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 OBC Risk Management Policy
- 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 to maintain appropriate risk management and oversight of safety systems
- 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

- Primary supervisor of the OBC Rocky Mountain instructor faculty and support staff
- Ensures the workspace is compliant with Health and Safety standards in collaboration with the Director of Learning and Adventure and HR
- Provides direct customer care for participants and their families/teachers/agencies
- 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
- 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
- Class 4 Driver's License with clean record (or willing to obtain)
- ACMG certification an asset
- Post-secondary education in one of the following fields: environmental science, education, recreation, therapy (an asset)

COMPENSATION AND BENEFITS:

- 10 month position (January 2 to October 31). Competitive compensation and benefits package

READY TO APPLY?

Application deadline: Open until filled

Cover letters, resumes and trip logs can be submitted via our application database:

<https://app.smartsheet.com/b/form/adce5f5ca4b0487d8d8b7106071a1163>

Please identify the position as "Rocky Mountain 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.