



# OUTWARD BOUND CANADA

## **Position: Indigenous Programs Admissions Coordinator (Full-time)**

Immediate Supervisor: Admissions Manager

Location: Toronto, ON

Start date: March/April 2018 (6 Month Contract)

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**

Outward Bound Canada's programs for Indigenous youth and young adults combine the philosophy of Outward Bound with the values and teachings reflected in Canadian Indigenous cultures and communities. For more than 25 years, Outward Bound Canada has worked with various Indigenous communities and organizations to help develop inspiring and valuable programs. Outward Bound's programs for Indigenous youth and adults are guided by the following principles:

- **Community Driven:** direction and goals are established by our community partners.
- **Culturally Grounded:** built on the particular cultural strengths, traditions and values of the communities we serve.
- **Capacity Building:** create lasting value and build capacity for our community partners.
- **Deep Collaboration:** we aspire to build authentic partnerships that support the long-term development goals of Indigenous communities.

OBC recently received multi-year funding support to significantly expand our Indigenous programming nationally. This support will enable OBC to impact more Indigenous youth through leadership development programs, career and skills development opportunities, and by providing us with the capacity to deepen our partnerships with Indigenous peoples, groups and organizations in Canada.

To support this national initiative, we are hiring an Indigenous Programs Admissions Coordinator. This individual will oversee the administration and admissions of Outward Bound Canada's National Indigenous Programs. This includes the creation of onboarding materials for students and community groups, processing applications and registrations, collection of post course feedback and the creation of course end reports. This is an extraordinary opportunity for someone who is highly motivated and compassionate with a profound commitment to supporting the development aspirations of Indigenous peoples across Canada.

### **DUTIES AND RESPONSIBILITIES**

- Responds to Indigenous program inquiries, communicating by telephone and email to track and respond to initial inquiries from potential participants, providing pre-course information and advice.



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- Oversees all Admissions-related mail outs: birthday cards, pre-course buffs, post-course graduation packages, high school credit reports. Liaise with Marketing Team and Program Team as necessary.
- Takes the lead on pre-course logistics for Indigenous clients: respond to participant applications, process payments, manage course cancellations, transfers and withdrawals, and liaise with the program team when required.
- Create, review and distribute pre- and post-course documents for indigenous program courses. Communicate important information to Course Directors, Food Coordinators, Program Managers and other Program staff before, during and after courses. Follow-up on post-course documents for courses within your portfolio in a timely manner.
- Diligently practices the Admissions Medical Screening process and policies, liaising with Program Directors and the Director of Operations, and the Medical Advisors when required. Contribute towards revising and updating the OBC Medical Screening Manual.
- Assist with relevant marketing and/or fundraising opportunities and initiatives as required.
- Coordinates tracking of course enrollment, inquiries for current and future, and liaise with the Marketing Team and Program Team to provide insight into enrolment trends.
- Support Indigenous Program Manager with creation of Donor reports, course/student evaluations and metrics, creation of Proposals and Grant Agreements and the creation of training and curriculum materials.
- Other duties as assigned.

## **QUALIFICATIONS (SKILLS AND EXPERIENCE)**

- Completion of a post-secondary degree or diploma.
- Knowledge and experience in office management and administrative tasks.
- Experience communicating with clients and potential clients through email and telephone communications.
- A helpful demeanour with superb customer service skills.
- Overall an organized individual who is task oriented and excellent with time management.
- Ability to complete tasks and create reports in a timely manner.
- Experience and knowledge in the medical field is considered an asset.
- A keen interest in outdoor pursuits is considered an asset.
- Technologically savvy with a high level of computer (Mac and PC) competency; strong experience with MS Office programs (particularly Word, PowerPoint and Excel), Google Mail and apps, CRM (Salesforce an asset), and cloud computing.
- Must be fluent in English: fluency in Indigenous language is an asset.
- Experience working with Indigenous populations is an asset.
- Background in Social Work, Guidance and Counselling or similar focus is an asset.

## **READY TO APPLY?**

The position is in collaboration with Green Corps and has eligibility criteria, youth must:

- Be between the ages of 18 and 30 (inclusive) at the time of intake/selection;
- Canadian citizens, permanent residents, or persons who have been granted refugee status in Canada;
- Be legally entitled to work according to the relevant provincial/territorial legislation and regulations;
- Not be in receipt of Employment Insurance (EI) benefits at the time of the placement
- Not be full-time students or co-op students;



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- The full list of eligibility criteria could be found on their site: <http://unac.org/unac-projects/canada-green-corps/>

**Please send cover letter and CV to: [employ@outwardbound.ca](mailto:employ@outwardbound.ca)**

Application deadline: March 9, 2018

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. No phone calls please.