

Youth Program Director Job Description

Reports To: General Manager

Starting Compensation: \$17.50

Job Summary

Anyone can climb, so everyone is welcome. Our company is looking for someone who can help make this possible regardless of one's potential barriers. We are a rock climbing facility that has brought the community of Guelph together in a fun and active way since 1994.

The Youth Program Director is responsible for developing, implementing, and evaluating youth programming at the Guelph Grotto. Youth programming includes various camps and weekly programming offered regularly throughout the year. The Youth Program Director is responsible for hiring, training, and managing all Youth Program Instructors to ensure effective youth programming is achieved.

Youth programs include summer camps, March break camps, PA day camps, and nine (9) week programming which is offered at regular intervals throughout the year. There are usually a number of Youth Program Instructors on staff at any given time, so that all programming needs may be covered.

Daily duties include

- Lead youth programs, working with youth program instructors to implement effective and fun programming
- Foster a fun, welcoming, and inclusive environment for all youth participants and staff
- Develop and adjust curricula as needed to ensure high level programming for youth programs
- Ensure the safety of youth program participants by ensuring staff are adequately trained and procedures are followed
- Organize and implement weekly activities according to the youth programming curriculum
- Communicate clearly with parents and caregivers via email, phone, and in-person, providing excellent customer service
- Facilitating the registration process, become familiar with Rock Gym Pro to facilitate check-ins, calendar modifications, and process payments
- Maintain supplies for weekly activities as needed; communicate with the General Manager to maintain stock and work within budget
- Youth program administration work (coordinating mass-emails with the GM, communicating with the GM regarding website updates, etc.)
- Ensure youth programming does not interfere with other climbers at the Grotto
- Be courteous and professional at all times.
- Instruct and direct participants through various lesson plans

- Communicate with other areas of the Grotto to ensure coordinated activities and effective communication about youth programs

Requirements for the job

- Positive personality
- Experience organizing and managing groups
- At least 18 years of age
- ACMG, CWI, or equivalent certification
- Climbing experience
- High school diploma or equivalent
- Police record check including vulnerable sector check
- A strong public speaking voice
- Childcare or youth programming experience
- Full COVID-19 vaccination status as approved by Health Canada (complete dosing schedule achieved at least 2 weeks prior to first shift)
- Knowledge of top-rope belaying and ability to demonstrate safe belay technique (the Grotto uses the PLUS/PBUS method and teaches this)

Assets for the job

- Experience in customer service
- Customer service and communication experience
- Early childhood education certificate

Benefits of working at the Grotto include

- Free climbing for the duration of your employment;
- One free guest pass per month for anyone;
- 15% off applicable retail; and
- Additional perks discovered upon signing of contract

The Grotto is committed to supporting employee development. We do this through structured training for each position at the Grotto as well as ongoing communication between the employee and their manager. The Grotto welcomes feedback from employees so that we can continue to create a fun and effective work environment. This is reflected by employees wanting to continue with us year after year, and members and guests having a great time while at the facility and all Grotto programming.

The Grotto is an equitable employer and encourages all members of the community to apply regardless of real, potential, or perceived barriers. We strive to educate employees about their rights as workers to set young workers up for success as their careers progress. The Guelph Grotto celebrates diversity and does not tolerate discrimination of any kind based on race, ethnicity, culture, sexual orientation, sex, gender preference, or other demographics irrelevant to the job. Contact management to learn more about our efforts to mitigate biases in our hiring processes and at our workplace!

Submitting Your Application

Think you are a good match for the Grotto? Apply by emailing manager@guelphgrotto.com. Accommodations are available upon request, please contact manager@guelphgrotto.com to discuss.