



## Camp Fire Heart of Iowa Job Description

**POSITION:** Program Manager | Refugee Services  
**CLASSIFICATION:** Full-time, exempt  
**REPORTS TO:** Program Director

**JOB SUMMARY:** Responsible for the planning, delivery, and supervision of out-of-school time programs, primarily those serving refugee youth and families.

### QUALIFICATIONS:

1. Bachelor's degree in Youth Services, Human Services, Education, Outdoor Recreation, or related field preferred but not required.
2. Lived experience and/or previous experience working with refugees strongly preferred.
3. 1-2 years of related experience in youth programs or nonprofit field.
4. Knowledge of youth program standards and activities.
5. Experience planning and facilitating youth programs.
6. Experience in supervisory role.
7. Excellent written and verbal communication skills.
8. Must be able to pass a criminal background check.
9. Valid driver's license.
10. Experience working with youth of diverse backgrounds and abilities.
11. Strong leadership, communication, and decision-making skills.
12. Ability to communicate with children, teens, parents/guardians, donors, volunteers, and alumni in an enthusiastic and positive manner.
13. Ability to establish and maintain positive working relationships.
14. Good character, integrity, patience, and adaptability.
15. Have, or have the ability to complete, First Aid/CPR and Mandatory Reporter certification.
16. Have, or have the ability to obtain, a Class B Commercial Driver's License (CDL).

**PHYSICAL REQUIREMENTS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions.

1. Use of hands, fingers, arms, feet and legs to perform daily duties.
2. Ability to speak and hear.
3. Significant sitting, standing, walking, and physical activity.
4. Significant amount of time spent outdoors.
5. Ability to lift and carry fifty (50) pounds.
6. Ability to constantly interact with the public in a professional manner.
7. Ability to perform professionally in stressful situations.
8. Ability to follow proper wearing, cleaning and/or replacement procedures of Personal Protective equipment (masks, gloves, etc.) all day in all climates.
9. Visual and auditory ability to identify and respond to environmental and other hazards related to the activity.
10. Physical ability to respond appropriately to situations requiring first aid/CPR. Must be able to assist campers in an emergency (fire, water rescue, evacuation, illness, or injury) and possess strength and endurance required to maintain constant supervision of campers.
11. Hand-eye coordination and manual dexterity to manipulate camp equipment and activities.

12. Operate with daily exposure to sun and heat and varying weather conditions.

**ESSENTIAL FUNCTIONS:**

1. Be a positive role model for youth in language, dress, behavior, and attitude.
2. Establish and maintain meaningful partnerships benefitting refugee youth and their families via outreach and by leveraging existing connections.
3. Bring an equity-lens to all programs and services, in line with organizational values, and representing Camp Fire as an inclusive leader in youth development.
4. Design, deliver, and evaluate high-quality out-of-school time (OST) programs including day camps, before- and after-school, weekend, family, community club, and overnight programs.
5. Hire, train, supervise, and evaluate part-time and seasonal program staff.
6. Ensure program staff and participants know and follow all safety protocols and organization policies.
7. Communicate with parents/caregivers as needed regarding program procedures and policies, participant incidents and injuries, dismissal, and other concerns.
8. Provide direct support to programs, as needed, including behavior intervention, ratio support, transportation assistance, and crisis management.
9. Perform other duties as assigned.

**SALARY & BENEFITS:** \$35,600-\$40,000/year depending on experience. Additional benefits include an insurance plan covering health, vision, and dental, paid vacation and sick leave, paid holidays, employer sponsored training and professional development, and a 401(k)-retirement plan with employer match.

**APPLICATION PROCESS:** Submit resume and cover letter to Owen Ballard, Development & Operations Director at [oballard@campfireiowa.org](mailto:oballard@campfireiowa.org) with 'Program Manager Application' in the subject line.

**OUR COMMITMENT:** Camp Fire believes in the dignity and the intrinsic worth of every human being. We welcome, affirm, and support young people and adults of all abilities and disabilities, experiences, races, ethnicities, socio-economic backgrounds, sexual orientations, gender identities and expressions, religion and non-religion, and any other category people use to define themselves or others. We strive to create safe and inclusive environments that celebrate diversity and foster positive relationships.