

**NIPISSING UNIVERSITY
POSITION DESCRIPTION**

POSITION:	Community Programs Coordinator
DEPARTMENT:	Campus Sales & Services
EMPLOYMENT DEFINITION (STATUS):	Full-time Support Staff (12-month contract)
CLASSIFICATION:	Coordinator B
WAGE GRADE:	WG 60
SUPERVISOR:	Supervisor, Conference & Events

SUMMARY OF FUNCTIONS:

Reporting to the Supervisor, Conference & Events, the Community Programs Coordinator supports the planning, delivery and day-to-day operations of Nipissing University's youth and community programs, including summer camps, March Break programs, PD Day programming, and after-school programs. Working within Campus Sales & Services, the Coordinator supports program logistics, scheduling, communication, records, and participant services to help ensure programs are safe, organized, inclusive, and responsive to participant and family needs. The position works with camp leads, assistants, university departments, community organizations, families, and participants to support smooth program delivery from planning through implementation.

In addition to youth programming, the Coordinator supports student recruitment-related community outreach activities, including local school visits and engagement events that introduce prospective students to Nipissing University. In collaboration with the Recruitment Team, the role supports planning, communication, and on-site coordination to help ensure these experiences are organized, welcoming, and aligned with consistent recruitment messaging.

The Coordinator supports equity, diversity, inclusion, and accessibility (EDIA) across youth, community and outreach programming by helping identify and reduce barriers to participation. This includes supporting inclusive, culturally responsive, and accessible practices, resources, and processes so that children, youth, prospective students, and families can participate in a welcoming and respectful environment.

DUTIES & RESPONSIBILITIES:

Youth Programs

(50%)

- Guide and coordinate the camp counsellor staff, including camp leaders and camp assistants
- Assist with hiring and onboarding program staff
- Develop and deliver staff and volunteer training that supports safe, inclusive, and effective program delivery
- Review daily camp schedules and assign staffing duties to support safe and organized program delivery
- Lead daily pre-and post-camp staff meetings
- Participate in camp programs to support consistent delivery of camp curriculum and serve as a positive role model for the children, youth, and staff
- Build positive relationships with staff and campers to support a safe, inclusive, and welcoming camp environment, encourage rapport with staff & respond to camper behaviour to help ensure safety

- Communicate regularly with parents and guardians, colleagues, and the supervisor by email, telephone, and in-person
- Resolve customer service concerns within the scope of the role and escalate issues, as required
- Maintain records of incidents and injuries in accordance with program procedures
- Coordinate key aspects of youth programming including PD Day, March Break, Summer Camp and After School Camps
- Support the development, maintenance, and application of camp policies and procedures
- Assist in camp staff scheduling and correspondence
- Support camper engagement, safety, belonging and inclusion of children with exceptionalities and specific needs
- Promote and support the wellbeing of children and youth, including their cognitive, emotional, physical and social needs
- Support positive group dynamics and respond to individual camper behaviours to help maintain a safe and inclusive environment
- Contribute to a positive, inclusive, and supportive camp environment through professional conduct and participant-centred service

Community Outreach and Program Development

(30%)

- Collaborate with community organizations to support inclusive and accessible program offerings
- Work with the Office of Indigenous Initiatives and local Indigenous groups to support culturally responsive programming and inclusive practices
- Conduct analysis within the local community to develop programming for areas of interest
- Engage with local school groups to coordinate tours and visits in collaboration with the recruitment team, faculty and other internal/external partners
- Support the development of programming for school groups and community members
- Establish a volunteer network of individuals to contribute to programming executions
- Foster and maintain relationships with a broad range of partners

Clerical Tasks

(20%)

- Maintain accurate inventory of programming supplies
- Assist with identifying and preparing grant or funding opportunities to support program delivery
- Monitor departmental email inbox and phone lines to address customer inquiries
- Track, execute and order disputes and refund fulfillment
- Maintain organized Outlook and events calendar
- Establish and maintain administrative records in an organized manner
- Build a reporting structure to track metrics or key insights around various projects
- Work collaboratively with members of the recruitment team to enter and maintain relevant data in a Customer Relationship Management (CRM) software system

Other duties as assigned.

QUALIFICATIONS:

Education: An Undergraduate degree is required. A Bachelor of Education degree or a diploma in Early Childhood Education is considered an asset.

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Two (2) to three (3) years' experience supporting Community and Youth Based programs
- Experience in scheduling and coordinating camp staff, students, and volunteers across multiple teams while adapting to changing priorities
- Experience in hiring, onboarding, and coordinating camp staff and students while fostering a collaborative and supportive environment
- Must provide a negative Criminal Record /Vulnerable Sector check prior to the employment start date (i.e. not having been convicted of a criminal offence for which a pardon has not been granted).
- Valid First Aid and CPR C certificate (or willing to obtain upon hiring)
- Concussion Training (or willing to obtain upon hiring)
- Adaptable to changing systems and conditions
- Ability to collect and report data
- Ability to work effectively with a wide variety of partners
- Prioritization and time management skills in order to carry out multiple time-sensitive tasks in a fast-paced environment
- Excellent interpersonal skills
- Tact and diplomacy
- Strong record-keeping skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Facilitation and conflict resolution skills
- General skills in various web browsers, web conferencing software, and the MS Office suite

RELATIONSHIPS/CONTACTS:

Supervised by: Supervisor, Conference & Events

Internal Contacts: Students, staff, faculty

External Contacts:

- National and International service providers
- Organizations and institutions that have potential collaborative or transactional relationships with extended learning
- Local Community Organizations
- Local schools
- Prospective students and their parents/supporters and other influencers

- Community supporters/partners/Guidance Counsellors/Teachers
- Suppliers (catering, promotional items, event production companies, etc.)
- Special profile guests

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Must be able to work in a fast-paced office with some competing deadlines and changing priorities
- Must be able to work under pressure and respond to the operational demands of youth, community, and outreach programming
- Periods of visual and mental concentration during peak periods
- Time is balanced between office work and program locations
- High level of interruption

I have read my position description, and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Date

Employee (Signature)

Approvals

Supervisor

Date

Human Resources

Date