

YMCA Camp Icaghowan - Amery, WI

Support (Lead) Staff Job Descriptions

*Please note that while this document lists the essential functions for each job *it does not include all responsibilities*. This document also includes an overview of Support Staff expectations and key skills needed in these roles.

SUPPORT STAFF SUMMER SEASON DATES, INCLUDING TRAINING; May 29 – August 28, 2026

BEING ON SUPPORT STAFF

Being on support staff is more than leading activities in specific program areas, and Camp Icaghowan maintains high expectations of our Support Staff team. The Support Staff are essential in providing the necessary “support” for the cabin and tripping staff. Support Staff’s number one responsibility is to the overall camp operation, safety, and support of the whole. Support Staff works together, under the direction of the Program Director, Executive Director, and Summer Assistant Directors to ensure that camper, staff, and programmatic needs are met. Although many Support Staff have an assigned focus such as Arts and Crafts, Nature, Trips, etc., it is essential that this team works together to support the whole. This means that Support Staff members will be asked to work together to ensure that things are covered, within and outside of the assigned focus area.

That includes but is not limited to:

- Being present at **all** meal times. Be available to help during meals (cover cabins, operate the cereal bar, make announcements, monitor for camper safety and engagement, monitor for staff needs of support, etc.).
- Be on-time and present for all assigned service projects, progressives and activities.
- Be present at **all** all-camp programs such as Morning Reflection, all-camp games, campfires, unit night, talent show, and more. *NOTE: On Unit Nights/Overnights, your focus will be on your unit’s activities. For example, on Wilderness Unit Night, the Wilderness Unit Support Staff will support Unit Night and the Venture Unit Support Staff will support overnights and Venture Unit Teen Programs.*
- Prepare for, set up for, and participate in the check-in and check-out processes on opening and closing days.
- Take initiative to support and lift-up the cabin and other lead staff when you are not at an assigned activity/task (other than scheduled break times). Please note: **This is an expectation for ALL Support Staff.**
- Be a leader and guide to the cabin staff team, if you cannot answer a question asked, find the correct line of communication to support them (i.e. Assistant Directors, Program Director or Executive Director).
- Attend the entirety of Support Staff Training and All-Staff Training.
- Play essential and assigned role in emergency procedures and Crisis Response Plan (depending on position).
- Maintain protocol for all SOPs, ACA and YUSA standards, and emergency procedures.
- Adhere and uphold ALL policies and procedures.
- Maintain clean and orderly facilities and program areas.
- Submit timely supply and order requests to the Program Director.
- Uphold communication and leadership expectations as trained.
- Attend staff meetings and provide updates and reports regarding your assigned focus area in a supportive, positive, and coaching manner.
- Live on-site for the duration of programs (This does not include time between sessions unless assigned) *NOTE: You will be assigned a minimum of 1-2 weekend days throughout the summer to support weekend operations.*
- Be a Camp Vehicle Driver. *If you are 21+ years old, you’ll be expected to become DOT certified and be trained to drive with the trailer hitched. If you need an exception, please connect with the Program Director or Executive Director directly.*
- Other duties as assigned/needed.

Key Skills for Support Staff

While interest and skills in specific program areas is important (they are included within each focus area description), there are skills and expectations that are necessary for all Support Staff team members. These include but are not limited to:

- Upholding of 5 core values of the Y of the North; **Caring, Honesty, Equity, Respect and Responsibility**
- Commitment to **Mission Driven and Camper Focused** philosophy
- Organization
- Time Management
- Taking initiative
- Teamwork
- Collaboration
- Communication (written and verbal)
- Positive Attitude and commitment to excellence
- Ability to be an equitable resource for all staff
- Ability to uphold high expectations and standards
- Ability to take and implement feedback and coaching

ASSISTANT DIRECTORS x2 – In Camp Programs and Trail and Teen Programs

These seasonal roles will play an integral part to the Overnight Camp Leadership at Camp Icaghowan. These persons will be trained to hold a thorough understanding of the range of systems and processes required in running summer camp. They will act as Manager On Duty when the Program Director and/or Executive Director are unavailable. They will partake in conversations regarding behavioral issues, mental and physical health situations that occur, and contribute to decisions made on process steps when handling these situations at camp. They will be a leader and guide, as well as a partial supervisor to the seasonal staff team at camp. They will work in partnership with the Program Director to facilitate administrative needs, update and facilitate camp specific processes, connect with camper families surrounding questions, issues, and more. They will connect with summer camp vendors and partnership programs as needed. They will contribute to the processing and follow-up of our participant feedback system. This role will entail hands-on, physical projects as needed, such as moving items from one location to another on camp at the beginning or end of the season, etc. These roles will heavily rely on independent problem solving, blended with a strong base of teamwork and leadership, to help summer camp run smoothly. *NOTE: The AD season starts earlier in mid-May, and post-season needs may extend further than August 28th.*

Assistant Director - In Camp Programs

- Managing program schedules/activity schedules
- Facilitating program and activity sign-ups for campers
- Supporting camper social, emotional, and behavioral needs
- Coordinating staff schedules including all activities and breaks
- Supervision of select support staff
 - Nature Director
 - Arts and Crafts Director
 - Target Sports Director (with direct support from PD will report to Teen and Trail AD when doing TX)
 - Climbing Director (with direct support from PD)
 - Waterfront Director (with direct support from PD)
- Managing announcements, activity dismissals, all-camp games
- Assisting in staff training and facilitating designated sessions
- Coordinating communication with support staff, cabin staff, and communication between camp leadership and summer staff.
- Assisting with coordination and scheduling of cabin staff for sessions worked
- Coordinating bus staff
- Other duties as assigned

Assistant Director – Trail and Teen Programs

- Training trail staff on technical and behavioral skills
- Managing schedules for all teen programs and ensuring they depart and return on time
- Managing coverage for teen programs staff breaks when returning to camp
- Managing waivers and vendor communications
- Managing trip reports of groups and review of planned trips
- Coordinating teen program transportation and drivers
- Manage staff DOT qualification completion
- Supervision of select staff:
 - Teen Extreme Director (will report to In Camp AD when acting as Target Sports Director)
 - Trips Directors
 - CIT Coordinator
 - Trail Staff
- Supporting trail and teen camper social, emotional, and behavioral needs
- Managing Trips food orders and supply needs with Trips team
- Coordinating communication with support staff, cabin staff, and communication between camp leadership and summer staff.
- Other duties as assigned

UNIT LEADERS x2 (Venture Unit and Wilderness Unit)

The Unit Leaders will play an integral role in the day-to-day functions of camp. Unit Leaders are tasked with creating unity and comradery among the counseling staff, being present at every single camp activity (when not on a break) and making sure all staff in the unit feel heard and supported. While Support staff do support counselors, they will also be expected to provide direct service to campers. Unit leaders will be a direct contact for counselors, assisting with conflict resolution and be a supportive ear. Weekly, Unit Leaders (with approval from the PD and ED) will create counselor pairings based off knowledge of the staff team with input from the AD's, PD and ED. Additional responsibilities include, but are not limited to, assisting with overnights, leading unit fires, reviewing and organizing parent letters and knowing all emergency procedures. Unit Leaders may serve a role in the Crisis Response Plan. Unit Leaders must be an excellent role model for both staff and campers and be willing and ready to step into support activities when needed. Unit Leaders are expected to provide equitable and consistent support for cabin staff. They are expected to provide a supportive coaching-based experience for the cabin staff all summer. **Additionally, along with all other support staff roles, they will provide support to cabin groups as needed. This may look like cabin coverage, activity coverage, or supervision coverage for campers needing a break, etc.**

ARTS & CRAFTS DIRECTOR

The Arts and Crafts Director is responsible for creating fun and engaging arts activities for campers. They will maintain their program area and keep track of supply levels. The Arts and Crafts Director will work with the Program Director to order more supplies when needed. They will create and facilitate a variety of Arts and Crafts programming to keep campers of all ages and backgrounds engaged. The Arts and Crafts Director will ensure that the correct arts and crafts supplies are in every cabin at the beginning of each session. Activities in Arts and Crafts are to be intentionally designed so that campers will be engaged and walk away with something they made. The Arts and Crafts Director will facilitate set activities weekly, such as Tie Dye, Bracelet Making, and others. **Additionally, along with all other support staff roles, they will provide support to cabin staff as needed.**

TRIPS (TRAIL BUILDING) DIRECTORS x2

The main function of the Trips Directors is to oversee all trips going in and out of Camp Icacghowan. The Trips Directors will oversee the set-up, up-keep, and return of tripping equipment. They will maintain and inventory all equipment necessary for the program area; this includes holding staff accountable for equipment that comes back broken or missing. The Trips Directors will work with our Trips and Trail Assistant Director and Kitchen manager to order food weekly and maintain the inventory of food that is needed for trail. They will manage the pack-out and storage of food, ensuring we are following all local food safety regulations. The Trips Directors will create pack out steps and meal portions, and train staff in using equipment, packing in and out, and food preparation, as well as teach campers/staff how to be successful on any trail. They must ensure that the trail building is kept clean and organized and assist in making sure overnights and trips are leaving on time. The Trips Directors will work closely together to maintain the program area. Trips Directors will help maintain and run all trips going in and out of Camp Icacghowan. They will pack out AND pack in all overnight trips and trail groups. They will ensure that both the Trips building and equipment are clean and maintained properly. Additionally, they will keep an inventory of our boats and track which boats are going out with groups on canoe trips. They will ensure that boats are ready to go and tied properly when leaving on a trailer. These positions will be divided as follows but will require cross-collaboration to ensure everything is completed. Both Trips Directors will be responsible for managing all food and equipment. Both will be trained in SERV Safe. There will be a point person for each area, however, and these roles are responsible for the overall stocking, inventory, and maintenance of food or gear. **Additionally, along with all other support staff roles, they will provide support to cabin and tripping staff as needed.**

Although duties are divided as follows, both Trips Directors will help each other in each of these areas. Please note that, based on skillsets and emerging needs, the Teen and Trail AD, PD, or ED may adjust the responsibilities below as needed.

TRIPS A – Food and teen pack in/out

TRIPS B – Gear and overnight pack in/out

CLIMBING & CHALLENGE COURSE DIRECTORS x2

The Climbing & Challenge Course (C3) Directors are responsible for all areas of the high and low initiatives challenge course, including safety equipment, staff training, group instruction, program developing, planning and implementation. They will conduct daily checks and documentation of equipment for safety, cleanliness and needed repairs. They will notify the Program Director immediately if something needs to be replaced. The C3 Team will know and implement all safety protocols and emergency procedures. They will run daily climbing activities, and weekly challenge course activities, and ensure that we are providing excellent and safe programs. In addition to daily scheduled programming, the C3 team is also responsible for facilitating challenge course and climbing experiences for teen programs. As part of the position, it is required that this person go through additional qualifying training provided by Y of the North (ACCT International is our guiding training body) before the summer begins. It is important that this person takes safety very seriously and is able to adhere to and enforce the established challenge course policies as are required in this role per Synergo, ACCT International, and Y of the North. **Additionally, along with all other support staff roles, they will provide support to cabin staff as needed.**

Preferred Qualifications:

- Previous climbing or challenge course program experience
- Belay certification (not mandatory)

WATERFRONT DIRECTOR

The Waterfront Director's main role is the safety and program of all campers and staff during all swimming and boating activities. The Waterfront Director is responsible for adhering to the Waterfront policies and procedures to ensure we are in compliance with our health code, waterfront audit, and ACA standards. They will provide direct supervision to lifeguards and staff while at the waterfront to maintain safety standards. The Waterfront Director will learn and implement all safety protocols and adapt them to our location where appropriate. They will keep inventory and maintain all waterfront equipment to ensure that it still meets safety standards. The Waterfront Director will lead and document weekly in-services for the lifeguards and weekly waterfront emergency drills for all staff. They will ensure that all certifications are up to date. They are expected to know, understand, and execute all emergency procedures. The Waterfront Director will be responsible for weekly swim assessments for campers and be able to recognize what level a camper can swim at. It is important that this person takes safety very seriously and is willing and able to implement waterfront policies. This position is also responsible for the collection and retention of training, LG onboarding and in-service records, assessment records, and equipment records. In addition to safety, this position is also responsible for creating the programming activities for the week and providing resources for staff to be able to implement that programming. During programming, the Waterfront Director will be lifeguarding and overseeing the lifeguarding staff. **Additionally, along with all other support staff roles, they will provide support to cabin staff as needed.**

Required Qualifications:

- Previous lifeguarding experience
- Lifeguarding – Waterfront module required – or ability to acquire

NATURE DIRECTOR

The Nature Director is responsible for creating fun and engaging nature-based activities for campers. With environmental education as its foundation, this position requires the incumbent to be excited about nature and outdoor education. Creating and implementing engaging activities that teach campers how to be curious, ask questions, and engage with the natural world is an essential part of this program. They will maintain their program area and keep track of supply levels. They will create a variety of nature programming to keep campers of all ages and backgrounds engaged. They will support cabin staff in leading cabin-based nature activities, along with creating an engaging progressive program. **Additionally, along with all other support staff roles, they will provide support to cabin staff as needed.**

TARGET SPORTS & TEEN EXTREME DIRECTORS x2 (1 Venture, 1 Wilderness) [21+]

These are **new** roles to our Support Staff team! These individuals (one from each unit) will spend 50% of their summer acting as Target Sports Director on the Support Staff team, and the other 50% as their unit's Teen Extreme Director. *These individuals will have set living spaces aligning with the rest of the Support Staff team.*

Target Sports Director Responsibilities: This individual is responsible for training and qualifying all our summer staff to safely and effectively lead Target Sports activities. This individual will lead the Target Sports progressives and activities and be available to support cabin activities at the Target Sports area. This individual will create fun and engaging Target Sports experiences for campers and uphold all safety procedures and equipment for the area. They will alert the Program Director to any equipment needs for the area, and ensure the area is kept clean and safe. **Additionally, along with all other support staff roles, they will provide support to cabin staff as needed.**

Teen Extreme Director Responsibilities: This individual will be the co-counselor for all of their unit's Teen Extreme groups throughout the summer. This individual will be the primary driver for the group to the many activities and experiences. This individual will upkeep a high level of safety and risk aversion, and ensure their campers have a safe and fun time throughout their Teen Extreme session. This individual will be responsible *NOTE: Teen Extreme cabins will now be sleeping in the Sunset Yurt.*

OFFICE COORDINATOR

The Office Coordinator is responsible for the day-to-day function of our main welcome office. They will be the initial greeter for all visitors at camp and answer the main camp phone. The Office Coordinator will take on ad-hoc day-to-day duties from the directors. The Office Coordinator will be trained in running and maintaining the camp store; they will manage the sale of items in our store to campers and staff, logging that information in our system, and manage the inventory of store items. The Office Coordinator will manage sorting camper mail and making sure it is distributed to campers in a timely manner. The Office Coordinator is responsible for taking and collecting camp photos throughout the week and coordinating with the Program Director to update our photo sharing platform(s). Additionally, they will also prepare envelopes for parent letters and manage the collection and distribution of those communications. It is important that this person is highly organized and a self-starter. They will also be a camp driver and may be asked to help with announcements, activity coverage, or cabin coverage as appropriate. **Additionally, along with all other support staff roles, they will provide support to cabin staff as needed.**

CAMPER WELLBEING COORDINATOR (Health Office Coordinator & Youth Advocate COMBINED ROLE)

This dual-role position serves as a critical support function for both the physical and social-emotional wellbeing of campers and staff. The Camper Wellbeing Coordinator will manage daily Health Services operations while providing comprehensive support for campers' behavioral, mental, and emotional needs. This role requires excellent judgment, a high level of discretion, and the ability to maintain confidential information. Along with other support staff, this position provides backup support to cabin staff as needed.

Health Services Responsibilities: This individual will oversee the day-to-day function of our Health Services building. They will connect with nurses on check-in day to ensure understanding of camp policies and procedures and will be trained to navigate and explain our health and medication system to new nurses each week. This position maintains inventory of the health office and notifies directors when supplies need ordering. On check-in and check-out days, they ensure all necessary health documents are printed and properly filed, as well as each camper's information being accurate in our CampDoc software (i.e. if there are discrepancies between what is listed in CampDoc and what the camper requires, they will update this information). If camper medications are left post-session, this individual will be responsible for corresponding with camper families to coordinate the return of medication. *NOTE: This individual will attain their Wisconsin Med Pass certification, provided by the Y of the North.*

Youth Advocacy Responsibilities: In the youth advocacy capacity, this individual will provide essential support to campers and staff managing camper behavior and social-emotional needs. They will support campers experiencing difficulties and collaborate with staff to create successful plans for the week. They will work closely with the Unit Leaders to communicate and document camper issues/struggles throughout the week. Daily cabin check-ins allow for proactive identification of needs and provision of timely assistance. This individual immediately alerts the Program Director of any verbal or physical altercations between campers and may serve as the first point of contact for conversations surrounding possible child abuse or neglect. They will work closely with Directors to make decisions related to mental, emotional, behavioral, and physical health situations as needed. *NOTE: This individual will attain a CPI Bluecard before campers arrive, provided by the Y of the North.*

Required Training or ability to obtain:

- Mental Health First Aid certification
- CPR/First Aid
- Diversity, Equity, and Inclusion guidelines aligned with the Y of the North
- Camp health and medication systems

Preferred Qualifications:

- Youth Development experience
- Conflict Resolution skills
- Restorative Justice background
- Homesickness support experience