



# Day Program and Ropes Course Specialist

Department: Youth University  
Contact: Greg Zwiep [gzwiep@brocku.ca](mailto:gzwiep@brocku.ca)  
Contract Dates: Weekdays July and August  
Pay Rate: \$16.15/hour

## Job Description

Brock's Youth University offers on-campus overnight and day-long class trips where elementary and high school students get a glimpse into post-secondary life while they participate in experiential learning programs in science, technology, outdoor education, and soft skill development. You are encouraged to learn more about what we do at [brocku.ca/youth-university](http://brocku.ca/youth-university).

## Job Duties and Responsibilities

The Day Program/Ropes Course Specialists will facilitate day programs for schools and community groups, primarily grades 5 - 12. Program themes include outdoor education, soft skill development (e.g. community building and leadership) and technology. They are also responsible for daily challenge course equipment inspection, setup, facilitation, and take down. This includes team building initiatives, low ropes, high ropes, and climbing wall facilities. They are also responsible for maintaining a safe environment, both physically and emotionally for all participants while on challenge course facilities.

- Under the direction of a certified challenge course manager, the Ropes Course Specialist assist with supervising climbing programs with a high regard for safety and the confidence to coach and mentor fellow instructors.
  - Communicate with day program clientele while on site; addressing needs, providing feedback and ensuring a high-quality program for visiting schools, varsity teams and community groups.
  - Role model for instructing staff the best example of desired behaviour, such as making the most of down-time with participants, finding the answers to questions, tracking all close calls and incidents, leading activities in an intriguing way, or facilitating quality program modules
  - Provide frequent, actionable, specific, and timely feedback to team members in a positive and growth-oriented way
  - Represent Brock University as an ambassador to the program and provide excellent customer service to program guests through careful planning of programs and problem-solving issues as they arise
  - Provide some training to instructing staff on content delivery, expertise related to working with youth, departmental protocols and Brock policies
  - Work toward a high-quality program by making recommendations, highlighting recurring problems, identifying and addressing weaknesses, and generally observing areas for improvement
  - Support staff members in their work with all youth, helping them to make accommodations as needed
  - Ensure staff members are prepared to facilitate the program: they know where they are going, what they are doing, and you know they have the resources and supplies to do it
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- Pre-use inspect climbing equipment and elements before program arrival
  - Delegate to program staff roles for setup and lead discussion on activity planning for the day
  - Greet busses and initial contact for teachers and supervisors arriving on campus
  - Observe staff members facilitating program and provide positive and constructive feedback
  - Monitor climbing ensuring staff are following ropes course policy, using proper belay technique and communicate with participants
  - Recognize scheduling and groups needs and ensure activity timing is running efficiently
  - Maintain a clean and organized equipment storage area and proper inventory of all equipment

## Qualifications

- completed at least one year of post-secondary study
- the ability to work independently
- experience working in a challenge course setting is an asset
- experience and/or desire to work with children and youth in an academic camp setting

- excellent people skills and a friendly, responsible, service-oriented attitude
- effective communication and teamwork abilities
- interest in and willingness to learn new technical skills, and develop personal soft skills,
- ability to problem solve effectively and adapt to the changes typical of a camp day
- obtained First Aid/CPR Level C and a vulnerable sector police clearance prior to their first day of work
- successfully completed all Brock University and Youth University training prior to work (e.g. AODA, WHMIS, content specific, challenge course, risk management)

### **Expectations of student staff**

We are looking for confident, enthusiastic, and professional ambassadors to Brock University and post-secondary life. We do not require candidates to be experts in all topics, but rather we look for candidates with a contagious passion for learning and having fun with kids. We can train you in the specifics if you have the desire to learn! You will also be required to read, research, watch videos, and/or practice, to learn content independently.

- candidates should be prepared to work outdoors for majority of the programs and be prepared for lots of walking, moderate lifting (e.g. moving climbing equipment, carrying supplies) and working long days in a camp setting
- All Brock employees are required to complete online mandatory training to comply with related safety legislation
- All Brock employees are required to comply with Ontario's Freedom of Information and Protection of Privacy Act (FIPPA). To help meet our legal obligations under FIPPA, employees are required to complete mandatory online training.

### **Our Commitment**

Brock University is actively committed to diversity and the principles of Employment Equity and invites applications from all qualified candidates. Women, Indigenous peoples, members of visible minorities, and people with disabilities are encouraged to apply. We will accommodate the needs of the applicants and the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the selection process, as outlined in the Employee Accommodation Policy. [https://brocku.ca/webfm\\_send/39939](https://brocku.ca/webfm_send/39939)

Please advise Greg Zwiép [gzwiép@brocku.ca](mailto:gzwiép@brocku.ca) to ensure your accessibility needs are accommodated through this process. Information received relating to accommodation measures will be addressed confidentially.