



Ascendigo Autism Services, Inc.

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Job Description for: Adventures Program Administrator	As of: 6/24/2020
Reports to: Adventures Director & Assistant Director & Coordinator	Section: Ascendigo Adventures
Classification: Non-Exempt	Term: Year-Round

<p>About Ascendigo: Ascendigo is a nonprofit organization that enhances the lives of children and adults living with Autism Spectrum Disorder through outdoor and sports education, adventure camps, community integration and an array of autism focused behavioral health services. We are headquartered in the beautiful Roaring Fork valley of Colorado and provide programming from Aspen to Rifle.</p>
<p>Clinical basis: Ascendigo, welcomes people ages 5 and up with Autism Spectrum Disorder, including classic Autism, Pervasive Developmental Disorder, Not Otherwise Specified (PDD-NOS), Asperger's and related diagnoses. Our skills trainers and sports specialists use positive reinforcement across our behavioral services, educational, and sports programming based on a clinical modality based on the Denver model - a Naturalistic Development Behavioral Intervention. Clinical services, oversight and ongoing staff training are under the auspices renowned autism expert Diane Osaki and her group, as well as our in-house Board-Certified Behavioral Analyst.</p>
<p>Adventure Camps: Participants of any athletic ability can succeed. We pride ourselves in ensuring progress in our sports while having lots of fun. Current sports and outdoor programming include summer, fall and winter camps and individualized services. We continually seek to expand our offerings. Camp activities include hiking, climbing, river rafting, lake & boating sports, biking (mountain & road), horseback riding - as well as winter skiing and snowboarding at Aspen/Snowmass.</p>
<p>Behavioral Intervention Services: Community integration and behavioral health activities include our Adult Enrichment programs serving the RF valley out of Carbondale, and upcoming programming for school age children.</p>

General Staff Requirements: All our staff help to ensure that our programs and services contribute to our mission, reflect the organization's priorities, and meet the expectations and needs of the families we serve, our donors and the Board of Directors. Each staff member should act in a professional manner, exhibit behavior to the general public and our families, which reflects positively on our organization, and be respectful of our participants, their families, and other staff. A sense of responsibility, and concern for confidentiality are expected. We value and like working with people on the autism spectrum and are rewarded by their success in our programs – we are looking for staff that feel the same.

Hiring and continued employment is contingent upon the following:

- Compliance with all Ascendigo licensing requirements relevant to your position.
- Compliance with good practice standards of care for special needs children and adults.
- Compliance with Ascendigo written professional standards and Ascendigo policies and procedures, including a no alcohol/no drug policy while on duty or at any time when present at an Ascendigo managed facility or activity.
- Three positive character references, clean criminal background checks, clearance to work at Ascendigo by your healthcare professional, and agreement to abide by the Ascendigo Employee Handbook.
- Completion of any required online learning modules prior to arrival.
- Successful completion of the Ascendigo hosted prerequisite trainings required for the program in which you will be hired. Depending on the program, this will include some combination of CPR/First Aid, sports proficiency training, autism training, and local terrain orientation.
- Adequately carrying out the job responsibilities outlined herein.

Confidentiality: In the course of performing and fulfilling your duties, you may have access to and/or be entrusted with confidential information concerning Ascendigo, its donors, or its participants and their families. You agree that you will not disclose any such confidential information to any outside party, except as required in the normal course of your engagement. You will take all reasonable precautions necessary to secure Ascendigo's materials, electronic, intellectual and otherwise, and to protect the privacy of employees, volunteers, campers and their families, and donors.

Program Staff Requirements: Program staff, which includes all staff with direct client contact, will work under the direction of Ascendigo management as well as both our in-house and consulting behavioral health professionals. We expect our staff to create and maintain a positive learning environment and to prioritize the health, safety and comfort of our participants - use good judgment and ask for help when needed. Program staff will be asked to attend several staff meetings each week and to be available to Ascendigo management for ongoing discussions and feedback. We ask the program staff to maintain open lines of communication with parents and families. In many ways, you are in the guest services business and this means the highest level of guest service and satisfaction is expected.

Job Summary:

The Adventures Program Administrator (APA) supports the Adventures Program Director, Assistant Director, and Coordinator in ensuring that camps are well attended and administered professionally. The APA has responsibilities that vary depending on whether a camp is in session or between sessions. During camps, the APA is responsible for ongoing registration, documentation, camp staff onboarding, camper intake, regulatory compliance and onsite troubleshooting for each seasonal camp. When camps are not in session, the APA is responsible for maintaining contact with camper families and registering camper for the next program. During the summer residential camp, the APA will work onsite and be the primary day staff person with the Adventures Team is off campus at sports venues. The APA has an important parent contact role and is often the primary administrative contact for families.

Essential Job Functions:

- Provide information to clientele and prospective customer regarding all Adventures programs
- Updates families on registration opening each season, and updates program offerings
- Processes incoming registration and follows up on program inquiries via voicemail, email, fax and/or in person within 48 hours of receipt
- Updates Parent Handbook and additional resources yearly or as needed
- Updates and manages program descriptions, pricing, and program dates in the registration software system
- Continuously works to update and inform team and HR of new or changing CDHS licensing regulations for staff and participants
- Updates and manages participant forms in the registration software system
- Manage clientele database to properly register clients, prepare reports, support scheduling and assignments, registration, etc.
- Ensure that all necessary forms are received in a timely manner and processes accordingly with efficiency and accuracy
- Assists in tracking all program invoices and helps document vendor performance
- Collects outstanding balances and tracks program enrollment
- Processes winter program registrations through Aspen Ski Co., including lift ticket purchases, rentals, and private lesson logistics
- In charge of schedule communication with all summer and winter staff
- Facilitate distribution of clientele intake paperwork, data collection, lesson plans, coaching tool kits, and other useful information to appropriate staff members
- Distributes all necessary waivers to vendors in a timely manner
- Distributes all necessary medical paperwork to Nurse in a timely manner
- Updates and assists with summer and winter staff recruitment efforts.
- Becomes a liaison between the Marketing and Adventures Team for distributing and updating pertinent information
- Updates all Adventures job descriptions and offer letters on a quarterly/yearly basis
- Facilitates onboarding process for new hires and returning staff members
- Sends, reviews, and processes onboarding paperwork for HR and CDHS compliance
- Produces employee payroll processing and payroll correction process
- Maintains accurate records, prepares and submits reports as requested by Management in a timely manner
- Manages metrics and data for registration tracking
- Performs audits for all systems on a monthly basis for quality assurance and CDHS compliance purposes

- Assists with coordinating logistics of participants, instructors, and families, including on mountain operations during winter programming
- Attend staff meetings and pre-camp trainings. Recording notes and minutes
- Is available for direct care assistance with participants as needed
- Completes office function including typing, data entry, filing, copying, and stuffing envelopes for billing and mailing
- Answer phone calls and takes accurate messages as needed
- Interacts positively with all clientele (participants and families)
- Provides friendly, courteous and helpful service to member and participants
- Develops positive relationship with Ascendigo staff
- Extremely flexible and understanding that this is just an outline of duties and is subject to addition, and modification on a need to needs basis

Equipment Used:

- PC computer, safes, filing systems, room key systems, other

General Qualifications:

- Minimum of 2 years administrative experience
- Minimum of 18 years of age
- Valid Colorado accepted driver's license with clean driving history
- Certification Requirements: CPR for Child and Adult & Basic First Aid

Knowledge, Skills, Abilities:

- An understanding of ASD
- Competent in Microsoft Office (Excel knowledge a must)
- Excellent Adobe Software skills
- CDHS licensing knowledge highly preferred
- Ability to manage registration and staff hiring software (Ascendigo will train, but intuition on database software is preferred)
- Excellent situation awareness
- Ability to make sound decisions, with little direction
- Excellent customer service skills are a must
- Ability and willingness to work as a "team" member and jump in where needed, when needed
- Organized, detail oriented and possess excellent interpersonal communication skills
- Able to set and meet deadlines
- Enthusiastic, dependable and has a sense of humor
- Willing to follow directions and take initiative
- Understanding of the Ascendigo mission as well as a commitment to be a positive role model
- Even-tempered and able to adjust tasks in accordance with changing priorities
- Bi-lingual is a plus

Physical Requirements:

- Physical ability to respond appropriately to direct care situations (sun exposure, varying environmental conditions, etc.)
- Willingness to work in a camp setting for part of the season
- Requires eye-hand coordination and manual dexterity to manipulate all facets of administrative and direct care duties. Requires normal range of hearing and eyesight to record, prepare, and communicate appropriate camper activities/programs

