

The national peak body for camps and associated providers



Position Description

Role	Head of People Outdoors
Reporting to	CEO
Department	People Outdoors
Location	84 Hotham Street, Preston, VIC 3072
Classification	Full Time
Date Prepared	January 2025

About the Australian Camps Association

The Not For Profit Australian Camps Association (ACA), the national peak body for camps and associated providers, believes that participating in supported outdoor experiences through camps and adventure activities leads to happier and healthier lives. Our vision is to facilitate 'more people outdoors more often'.

The ACA was formed in 2005/6 when the Camping Association of Victoria merged with the Tasmanian, South Australian and Queensland Associations. Today we provide information, resources, services and training to well over 200 members across Australia.

The Australian Camps Association includes People Outdoors (PO), established in 1989 to provide outdoor recreational activities for people of all ages living with disability. The Australian Camps Association is a registered NDIS service provider accredited with the Quality Tourism Accreditation. Programs include overnight through to four-day camps.

Position Overview:

The role is a full-time position in the People Outdoors Team and is based at the ACA office in Preston. This role is instrumental in maintaining the highest level of program quality and compliance, interstate program expansion and participation growth in all states. Some parts of the role will include travel to campsites, attending expos, assist if needed during camp departure and return and partaking in a rotational on call roster. Out of hours work (e.g. weekends) may be required from time to time.

Job Profile:

- Oversee all audits and registrations.
- Oversee annual accreditation renewal.
- Complete all reporting requirements.
- Recruit Lead Disability Support Workers, (LDSWs) Disability Support Workers (DSWs), Placement Students and Volunteers with support from Camp Coordinator.

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- Run regular LDSW and DSW staff meetings.
- Performance manage LDSWs, DSWs and Volunteers as required.
- Monitor program reports and identify and resolve issues in relation to program delivery.
- Ensure People Outdoors programs are delivered to a high standard, as defined by People Outdoors, NDIS and by the campers and their carer's/families.
- Complaints are logged and responded to/deferred to CEO as necessary.
- Be familiar with relevant line items in the NDIS Price Guide for billing of participant NDIS plans.
- Be familiar with the Social, Community, Home Care and Disability Services Industry Award for salary for LDSWs and DSWs.
- Assist in representing People Outdoors at promotional events and industry forums.
- Partake in an on-call roster that may include out of hours/weekend work.
- Undertake general administrative duties and projects as directed.
- Manage the People Outdoors interstate expansion – visit interstate campsites, attend expos, recruit and induct staff, recruit campers, attend interstate camps and other tasks as required with support from Camp Coordinators.

Key Performance Indicators:

- Manage the People Outdoors financial year budget.
- Maintain customer satisfaction.
- Working towards the ACA overall strategic plan.
- Participation growth.

Core Competencies:

- Support and represent the People Outdoors team.
- Collaboration and teamwork.
- Communication with families, stake holders and ACA team.
- Customer focus for best quality outcome.
- Problem solving and decision as a team.
- Administration skills.
- Excellent communication skills.

Mandatory:

- NDIS Workers Screening Check (can be completed during the onboarding process).
- Working With Children Check.
- Current driver's license.
- Proficient IT skills (Home Office).

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Desirable:

- Experience working with people with disabilities (minimum 12 months direct support).
- Understanding of the residential camp industry.
- Ability to drive a 12-seater bus/tow a trailer.
- First Aid and CPR certification.

NOTE: This position description is not intended to be all inclusive. The employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.