

TECS Summer Camps

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Job Title: Welfare Coordinator

Responsible to: Assistant Director and at times Camp Director.

Responsible for: Welfare of all campers within an age group. Work with and assign tasks to the assistant Welfare Coordinator when assisting your age group



Welfare Coordinator: Job Purpose

1. To provide a supportive emotional base for campers.
2. To manage and supervise the welfare care provided by staff.
3. To communicate with parents about problems and issues of age group campers.

Job Outline/ Job Tasks

WELFARE and PARENTAL COMMUNICATION:

1. Communicate results of any discussion with parents or children to relevant people (staff members, fellow coordinators, directors).
2. Insert and update welfare “observaciones” on the TECS Database.
3. As required, phone parents of “problem” children to discuss how the child is getting on and what action is being taken to help the child settle in.
4. At all times be available to help with emotional children in cases that the monitor and/ or teacher is incapable of comforting the child on their own.
5. Morning and nightly check up on “problem” children and help to comfort them and find source of problem. This will include checking up on welfare and discipline issues in classes.
6. As assigned and supervised by Camp Nurse, provide simple medical care to campers.
7. With nurse, monitor that campers in the assigned age group daily take needed medicines.
8. Monitor and document on a daily basis any welfare problems which are brought to your attention.
9. Go with the campers for any hospital visits as required.

MANAGEMENT

1. Meet daily with monitors and teachers and inform them of all matters related to the age group welfare. Receive info back from staff regarding welfare and discipline problems and take appropriate follow up action.
2. Meet daily with Assistant Director and pass on any relevant information and request needed welfare and parental communication information.
3. Meet daily with Activity and TEFL Coordinators to talk about all age group issues. Give fellow age group coordinators a brief resume daily of how all major welfare and discipline issues are progressing.

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4. Monitor staff performance in all welfare and discipline areas and give regular feedback to staff on their performance, both positive and critical, as relevant. At all times keep peer coordinators and Assistant Director informed of any staff issues you are aware of.
5. At all times be responsible for making sure staff uphold camp rules and regulations.

STAFF WELFARE

1. As required, support staff with any emotional problems they may encounter while on camp, making sure to communicate all problems to Activity and TEFL Coordinator.
2. When staff members are ill, look after their welfare:
 - a. Making sure the nurse goes to see them.
 - b. Accompanying them to hospital/ doctor as required.
 - c. Ensuring needed medicines are picked up by Camp Drivers.
 - d. Ensuring they are brought food at meal times.
 - e. Regularly checking in on them to check how they are.

TRAINING WEEKS AND PREPARATION OF CAMP

1. Take part in meetings held before the start of camp.
2. Contribute to the planning of the training weeks.
3. Run the welfare side of the familiarisation week, per age group, and also contribute and run other parts of training programme as needed.
4. Familiarise yourself thoroughly with all parts of the job before the start of staff training. Reading the camp manuals, <http://www.tecs.es/employment/>, before your arrival.
5. Help to get the camp site ready for the arrival of the staff and assist with the Staff Arrivals Day

PROGRAMME RESPONSIBILITIES

1. Supervise the welfare part of the getting up routine.
2. Supervise phoning in and out time of assigned age group.
3. Supervise shower time in assigned area.
4. Supervise all parts of all meal times go smoothly: diets, serving, and quality of food and general control of campers.
5. Monitor the calling in and out times of campers.
6. Daily for first hour of class check up on problem children, as discussed with TEFL Coordinator, and check there are no problems.
7. Supervise the welfare part of sports sessions.
8. Supervise the welfare part of bonding sessions or evening entertainment preparation.
9. Every second or third night, as assigned, be on duty night watch welfare coordinator, supervising the putting to bed procedure for age groups and providing welfare and discipline support as needed. Cover for the Nurse during these times for simple medical problems. Welfare must stay on site all night on these nights.
10. Control the camp switch board during calling in time as assigned. (Only for Family Camp)

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SENIOR WELFARE COORDINATOR

Because the seniors tend to have less welfare problems daily than the other two age groups, the senior Welfare Coordinator has the following extra tasks that they will be required to do.

1. During sports sessions, be based in the camp office covering for the Assistant Director. Answer the camp phone and take notes on issues. Carryout assigned office work during this time.
2. Daily assist Assistant Director with out going phone calls as assigned.
3. During the Junior and sophomore calling in time, control the camp switch board, answering the phone and calling children over the walkie talkies or loud speaker.

OTHER GENERAL DUTIES

1. Assist in the preparation of the camp site on the weekend before the staff arrival.
2. Act as Welfare Coordinator on one of the excursions at the weekend, which includes working the night time and morning routine of that excursion. The welfares are also responsible for taking the medical bag on excursion days and handing out medicines and dealing with minor ailments as required.
3. On Arrivals, assist with admin “check ins” communicating with parents about welfare, health and other issues of children.
4. On Departures, assist with admin “check outs” communicating with parents about any relevant welfare or TEFL issue.
5. During all meal times, ensure campers are gaining the correct nutrition within their meals and eating well. Assist monitors/teachers with welfare and/or dietary issues. Give Ast. Director feedback on food quality.
6. At times carryout assigned office/admin tasks.
7. As needed, accompany children and staff on trips to the hospital/ dentist etc..
8. Speak English to the campers at all times unless Spanish is needed for welfare, discipline or medical reasons.
9. Ensure the campers respect all camp facilities and equipment at all times and be responsible for ensuring the campers uphold the camp rules and regulations.
10. Uphold all areas of the staff code of conduct as outlined in the conditions of contract sheet and be an example to fellow staff of correct work conduct and attitude at all times.
11. Carry out all tasks asked of you by the members of the TECS management team, professionally and thoroughly.
12. Must wear uniform continuously: yellow TECS polo.

Returnee Coordinators (do all the above responsibilities but in addition)

- Are expected to be positive role models to all new coordinators.
- Are expected to support and provide assistance to new coordinators whenever needed.
- In case of illness, may be needed to cover for more senior staff.

Head Coordinators (do all above plus returnee responsibilities)

- Will take part in management training week, one will also come out a week earlier and be paid an extra bonus for preparing everything for management training week.
- Will run the daily coordinator meeting.

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- Is expected to provide constant support and assistance to both new and returnee coordinators as they deem is needed as is assigned by the Camp Assistant Director.
- In case of need may be assigned by Central Office to cover for Camp Assistant Director.

Job Review and Performance Management

Regular feedback will be provided from the Camp Site Director about job performance and objectives. Also the Camp Site Director and/or Assistant Director will be available at any time to discuss concerns or problems that may occur.

BENEFITS OF WORKING ON A TECS SUMMER CAMP

- ★ Ambience of summer camp environment- team work and spirit!
- ★ Fulfilment of working with kids and of managing people in that environment.
- ★ Professional and personal development
- ★ Friends from around the world.
- ★ Sun and fun!

TECS PROVIDES:

- ★ Staff uniform- enough so you won't have to rewash them yourself!
- ★ Staff events- weekend trips, sport and game competitions during camp.
- ★ Management Bonding Meal at before camp starts and reward meal at end of summer.
- ★ Staff final meal – these are big things and for many staff the highlight of the summer so **DON'T LEAVE CAMP UNTIL THE DAY AFTER WORK FINISHES.**
- ★ Knowledgeable year round central office management. The top management were ALL once staff members and mid-management themselves at one point.
- ★ Supportive management structure.
- ★ Guiding hand on the rewarding path to professional development and personal development.

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PERSONAL SPECIFICATION

EXPERIENCE

1. Extensive experience working with children.
2. Experience of dealing with the emotional problems of others, be it in a professional or personal role.
3. Experience of working in a fast moving environment where stress levels can at times be very high.
4. Experience of dealing with simple medical ailments of children is preferred but not essential.

QUALIFICATIONS

1. Candidates with relevant qualifications working with children will be viewed favourably.
2. Applicants with recognised qualifications in English, First Certificate and above, will be looked upon favourable.
3. Any first aid qualifications will be looked upon favourable.

KNOWLEDGE/SKILLS

1. First class interpersonal skills.
2. The ability to manage continually conflicting priorities in a high pressured environment.
3. High energy levels and a young but responsible and mature outlook on life and work.
4. Fluency in Spanish and a very high level of English and a good knowledge of the customs and cultures of both countries (please note that if your English level is not high enough to work completely in this language you should not apply for a welfare position).
5. Ability to work effectively and efficiently alone with little supervision or support.
6. A caring personality, which will allow children to take to you quickly and view you as a surrogate mother or father.

OVERVIEW

Perspective candidates should be Spanish with a very high level of English and have a caring and mature personality and a desire to utilise this in their work. Candidates should be young, or young at heart, and full of motivation and energy in order to meet the extraordinary demands of camp work. Candidates should enjoy, and be good at, helping others with problems and be effective communicators in English and Spanish. We prefer candidates who have a love of the camp environment.

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STATEMENT OF WRITTEN PARTICULARS

GENERAL

(Contracted Welfare Coordinators **may** be asked to attend a training weekend in May. All expenses will be covered by TECS. If they will miss parts of management training week, they **may** also be required to attend a training day on the Friday before the training planning weekend).

- **Pre Camp Training Weekends:** Training Planning Weekend: 8/9th May.
- **Commencement of Work:**
 - Arrive on Thursday 24th June 2010
 - Management Training: 25th to 28th of June (run by TECS Central Office).
 - Staff Training Week: 29th June to 3rd July (run by Camp Management).
 - Camp Work Start Date: 4th July (camper's arrival).¹

(ONLY Head Welfare Coordinator)

- Arrive on Sunday the 20th of June 2010
- Management Training: 21st to 28th of June (run by TECS Central Office).

(TECS may be able to be flexible with the commencement of work date and candidates who have contracts which end later in June should not be put off applying, however they should mention on their application their earliest possible start date).

- **Finish of Work: (all at end of stated day)**
 - **SPORT (Sotogrande) /LITTLE VILLAGE (Grazalema)/ADVENTURE (El Chorro)**
 - 31st of July 2010
 - **FAMILY (Puerto)**
 - 28th of August 2010

(There will be an end of camp dinner and party for Sport Camp, Little Village and Adventure Camp on the night of the 31st July and in Family Camp on the 28th August. Staff are permitted to sleep on site on the 31st in Sport Camp, Little Village and Adventure Camp but must leave before 12noon on the 1st. In Family Camp staff are permitted to stay on site on the 28th and 29th but must leave on the 30th before 12 noon.)

- **Location of Central Office:** TECS Summer Camp (El Centro Inglés)
(arrival for training weeks at this venue) Crta. De Fuentebravía, Km 1 Apdo.
Correos 85
11500 EL PUERTO DE SANTA MARÍA
Cadiz (Province)
Tel: 956 853 000
Fax: 956 860 553
Email: tecscamp@tecs.es
Web: www.tecs.es

- **Position:** Welfare Coordinator

Wage: (for stated contract length as above and all are NET figures).

- SPORT (Sotogrande) /LITTLE VILLAGE (Grazalema)/
ADVENTURE (El Chorro)(1): 950€
- FAMILY (Puerto) (2): 1900€
- Returnee Coordinators² receive a **50€**bonus for 1 month's work and a **100€**for 2 month's work.
- Head Coordinators³ a **200€**bonus for 2 month's work.

¹ As this is start of camp, this is the start date which will appear on Spanish contracts.

² This is only for returnee staff who have worked in a coordinator position before and is dependent on doing the job better than the previous year. It is not a guaranteed bonus.

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HOURS OF WORK:

The hours of work for a Coordinator are not set and are instead dictated by daily events. All candidates should be prepared to have an open work schedule and be prepared to work long hours, particularly in the initial stages of camp, to get jobs/tasks finished. The Coordinator will have one day off each week at the weekend and usually on good days (i.e. ones with few problems) be able to take around a 2-3 hour break in the morning. Welfare Coordinators will be the night watch welfare responsible every second of third evening and be required to be on site all night on those days. They will be free at night (from end of putting to bed duties) on the other days. All staff are also always required to stay on site at night on pre-departure Fridays and on all Sundays.

PRE-INTERVIEW READING FOR A WELFARE COORDINATOR

Any candidate that is asked to do an interview for any TECS position will be asked to do some pre-interview reading. The reason for this is to allow the candidate to be as fully informed about the position as possible allowing them to display this knowledge gained about the position during the interview and also, perhaps more importantly for the candidate, allow them to check the position is really right for them (not all of us suit summer camp work!).

All manuals can be accessed at www.tecs.es/employment in the log in box in the right hand corner. If you were invited to do an interview, you would receive the log in and password in the interview email.

A Welfare Coordinator candidate is required to read the following prior to an interview:

- Coordinator Manual (read in detail chapters 1-3 and Welfare Coordinator part of chapter 5 and review 4 and rest of 5)
- General Manual (review all and read chapter 4 in detail)

READING IN EVENT OF A CONTRACT OFFER

Any person contracted as a Welfare Coordinator is required to read all the following manuals before coming to camp:

- Coordinator Manual (all in detail)
- General Manual (all in detail)
- Issues Manual (review all)
- Circular for campers (review all)
- Excursion Manual (general notes in detail and review individual Excursion write ups)
- Nurse's Manual (general notes in detail)
- Crew Member's Manual (general notes in detail)

³ There is only a Head Coordinator in Family and always it is a returnee coordinator selected by the Director of Language Camps. The bonus is ONLY for doing responsibilities well as judged by Camp Director and it is not guaranteed. A Head Coordinator does not get a returnee bonus and a Head Coordinator bonus, only one.