

---

**Job Title: Group Facilitator**

**Position Type: Part time, Non-Exempt**

**Varied up to 40 hours per week, swing shifts, weekend, evening, night and holiday work as required**

**Salary: \$10 - \$20 hour**

**Location: National Ability Center Ranch, Mountain Center and Partner Venues, Park City, Utah**

**Supervisor: Groups and Military Coordinator**

---

**Job Summary:**

Group facilitator provides support to the program team(s), especially in the groups, military, camps and custom family program department, with a variety of responsibilities including: group facilitation, client care, individual and group assessment, planning, implementation, and evaluation of adaptive sports, recreation and group activities for people of all ages and abilities. Logistics, managing client files, data entry, internal and external program reservations, client communication, record-keeping and reporting are all included administrative duties. A primary function of this and every position at the National Ability Center is to ensure that each member, guest, and visitor receive the highest caliber of customer service.

**Major Tasks and Responsibilities**

- Provide high level of customer service to individuals and groups
- Facilitate and coordinate group logistics before, during and after scheduled and nonscheduled events
- Assist in assessing, planning, delivering and evaluating specific group and adaptive recreation activities including some or all of the following: ski and snowboard, cross country skiing, biathlon, snowshoe, sled hockey, camp activities, climbing wall, ropes course, team building activities, mountain biking, cycling, archery, aquatics, equestrian, water sports and community partner activities
- Facilitate group movement between facilities and community partner activities

- Support client needs on and offsite to ensure safety, comfort, and successful achievement of individual and group goals
- Maintain high standards of inter-departmental communication to ensure appropriate scheduling of equipment, resources and spaces.
- Frequently communicate with Program Manager regarding observations, successes or challenges with group & individual dynamics
- Support organization with administrative duties such as, paperwork completion, processing, documentation, data entry, statistics tracking, grant reporting and creation of financial documents
- During programs communicate instructions to clients, including but not limited to, directives, technique, and feedback
- Implement and supervise safety/risk management protocols in a caring and fun environment for participants, volunteers and staff
- Enforce program policies and procedures
- Assist with overseeing proper use and maintenance of facility, equipment and supplies.
- Assist with preparing site and equipment for activity and with proper clean up and storage at the end of each activity
- Inform supervisor of any program delivery issues or concerns, equipment concerns or equipment maintenance needs
- Act as lead program staff, if applicable
- Train and coordinate universal staff and volunteers in group facilitator process and duties as applicable
- Evaluate and offer regular/consistent feedback to Supervisor on instructors' and volunteers' performance
- Provide general feedback in a solution driven, appropriate manner utilizing existing established means
- Attend and engage in required program staff meetings and trainings
- Pass required safety checks
- Document and report all accidents, incidents and disciplinary concerns to supervisor.
- Create a nurturing, positive and professional environment while promoting program policies and procedures amongst staff, volunteers and community
- Support and promote National Ability Center programs and staff when out in the community

- Abide by all policies and procedures in the Employee Handbook and relevant program specific manuals
- Commit to continuing education in your field utilizing internal and external resources to ensure our programs sustain continual responsiveness and improvement
- Communicate clearly, honestly, and respectfully with all staff, participants, parents, and volunteers
- All other duties as specified

## Required Knowledge and Qualifications

- High degree of desire/ability to answer needs regarding client care and customer satisfaction
- Knowledge and understanding of people with disabilities
- Ability to work effectively with children and adults
- Ability to multi-task in a hectic environment
- Demonstrates responsibility, dependability, and maturity and strong interpersonal and communication skills
- Experience teaching adaptive recreation to a wide variety of individuals preferred
- Competent in Microsoft office program
- Salesforce experience preferred
- Willing and able to tolerate extended periods in the elements, including sun, snow, and water
- Able to lift adaptive equipment up to 50 lbs
- Current First Aid and CPR
- Valid Driver's License; must verify own auto insurance

## Benefits

- Access to industry pro deals, community fitness center discounts, scholarship funds for continuing education and certification and other benefits for part-time/seasonal staff as outlined in the Employee Manual.