

Teambuilding & Challenge Course: Program Assistant & Facilitator

UCLA RECREATION: Outdoor Adventures & Experiential Programs

Work-study option available to those who are eligible

Hiring and training in spring for staff who can work throughout summer. This is primarily a summer job, with opportunities to work throughout the following Fall-Winter-Spring upon completion of a summer season.

About the Challenge Course and team building programs

A challenge course is a unique, exciting tool for adventure, teambuilding, and leadership development. The UCLA Challenge Course is nestled in the trees at Sunset Canyon Recreation Center. Our course features 8 high ropes climbing elements and numerous low ropes elements. Teams or groups (e.g. student organizations, class cohorts, department professional staff, nonprofits, corporate teams, etc.) reserve private teambuilding events to take place on our course, led by our staff of Facilitators. Program Assistants serve as apprentice Facilitators, learning all about the skills (both technical and “soft”) needed to become a challenge course teambuilding Facilitator. This job is pretty special opportunity for motivated students who are excited to work outdoors, connect with and help others, and develop their own teamwork and leadership skills for a future career in any field. Program Assistants will receive direct training, mentorship, and opportunities to shadow professionals. Program Assistants are expected to work towards advancing their skills/experience and promoting to the level of Facilitator. Previous experience is not necessary. The ideal applicant will be committed to working with us for at least a year (longer is encouraged), so as to learn and advance through the ranks.



Schedule

Hiring will begin in spring with paid trainings scheduled until the start of the summer season. Mandatory spring training dates to be posted here later. They will likely be over 2-3 weekends in late Spring Quarter, plus opportunities to shadow programs and learn on-the-job throughout Spring Quarter.

We are seeking staff who can work a minimum of 10 weeks over the upcoming summer, with preference for longer, at an average minimum of 12 hours and maximum of 40 hours per week. This is not a weekly recurring shifts type of job. Rather, training and work are scheduled and assigned as unique one-off events. Programs and trainings can land on any day of the week, including weekends. A shift is typically 5-6 hours in length. Common shifts are 8:00 AM – 2:00 PM or 12:00 PM – 6:00 PM. The shift must be worked in its entirety. It is not possible to work partial shifts. Staff are sent an availability form periodically, on which they indicate which of the upcoming scheduled programs they are available to work. The full future calendar is available for them to view at any time, and plan their personal schedules accordingly. The Challenge Course Manager assigns shifts based on availability and need. The more available and dependable a staff person is, the more likely they are to get their desired number of hours.

Fall, winter, & spring scheduling

Our busy season winds down after about week 2 of Fall. Work will continue to be offered to summer staff who wish to continue working, but the frequency and volume of work offered will diminish. Same as in summer, the events are scheduled and assigned as unique one-off events. They are not regular, and recurring. Occasional trainings will be offered to keep staff knowledge fresh and further develop advanced skills.

Job Qualifications

Required

- Commitment to work the upcoming summer season as detailed above
- Able to work some weekends
- Available to work according to the one-off special event schedule described above
- Motivated to learn and grow into the role of Facilitator
- Age 18 or older

Preferred

- Motivated to work up through our ranks to Lead Facilitator
- Committed to working more than 1 year, specifically including the summer seasons

Job Expectations

- Learn the entry-level role of Program Assistant and gradually advance to the role of Facilitator
- Assist staff with basic program setup, delivery, and takedown requirements
- Follow instructions received from staff
- Learn and follow challenge course protocols and policies
- Listen, observe, and ask questions of senior staff
- Demonstrate professionalism in dealings with client/group
- Take on group activity facilitation under supervision of a senior staff person
- Listen and positively respond to feedback and coaching from supervisor and senior staff
- Demonstrate a good work ethic that is reliable, curious, self-motivated



Advancement

Upon completion of the following, Program Assistants will be promoted to Facilitators

- Able to independently lead a small group through a teambuilding program that includes low elements, the Leap of Faith, and the High V
- Has a minimum of 20 hours documented experience facilitating, or assisting in facilitating, experiential programs
- Has a minimum of 24 hours documented training time

Facilitator duties include:

- Collaborate with staff to setup, plan, and lead a program, including leading one small group of their own through both low and high activities
- Perform daily pre-use inspections
- Independently operate Leap of Faith and High V climbs
- Brief and debrief activities and full programs
- Lead a variety of low activities including ice breakers, games, initiatives, and low elements
- Collaborate with staff to cleanup and takedown program equipment
- Complete Program Report and any additionally required reports
- Listen and positively respond to feedback and coaching from supervisor and senior staff

Further advancement in responsibilities and pay rate as a result of further skill acquisition and depth of experience, such as:

- Work at height access abilities
- Low ropes activity mastery
- Rescue procedure operation
- Accumulation of facilitation hours

Essential Functions

- Range of motion and flexibility: perform various positions and postures necessary to facilitator tasks; manipulate ropes, cables, and other related equipment used in tying knots, belaying, and rigging used in the setup, operation, and breakdown of challenge course systems; physically negotiate various terrain types and/or obstacles confronted in the course of both routine program delivery and emergency situations
- Manual dexterity and motor skills: Operate/utilize various challenge course-related gear and equipment including, and not limited to, ropes, harnesses, helmets, carabiners, safety lines, ladders, and pulleys; ascend to, traverse at, and descend from heights that may exceed 25 feet; relocate, ascend, and descend ladders and various other course access equipment including, and not limited to, cargo nets, stairs, climbing staples, and vertical cables.
- Endurance and stamina: possess ability and endurance to achieve certification for and carry out site-specific first aid procedures and/or protocols which may include first aid and cardiopulmonary resuscitation (CPR); perform required duties for extended periods of time while exposed to adverse conditions including, and not limited to, precipitation, temperature extremes, and wind.



- Sight and visual acuity: possess good corrected or uncorrected vision; possess adequate depth perception to recognize safety hazards in a variety of normal and/or emergency environments; possess the ability to see, read, and recognize safety hazards in a variety of normal and/or emergency environments
- Communication skills: communicate in a clear and understandable fashion with participants and other staff members; able to effectively communicate in an appropriate manner in the programming environment without accommodation; effectively communicate with participants based on their personality type, especially during sensitive, interpersonal contacts
- Reasoning and decision making: comprehend and implement oral and written instructions; apply reasoning skills when confronted with circumstances requiring a discretionary decision; establish priorities and construct further plans after an initial assessment; formulate and implement an appropriate course of action in a given situation for which no specific rule or procedure has been established; apply theory-based instruction or training to actual incidents/situations

Pay Rate

- \$16.25 per hour to start
- \$16.75 per hour once advanced to Facilitator
- Up to \$23.00 per hour for further advancements

Apply and Contact

Email hiring manager, Michelle Perrault, at mperrault@recreation.ucla.edu. Include the following in your email:

1. Describe your availability to work this upcoming summer.
2. What is your UCLA ID number?
3. What is your anticipated graduation date (quarter, year)?
4. Are you eligible for work-study and do you wish to apply that to this job?
5. What is your phone number?

