



## PROGRAM DIRECTOR (PD)

**Program Director is the main position. (If you are also a practitioner, you may be able to combine the PD role with a practitioner role).**

**Position Type:** The Program Director is a part time position and the work is available for three weeks, alternating with three weeks off; we operate approximately 50% of the year. You'll be providing the Program Director services during each 21-day program and then you will have three weeks off. There is also a six week break at the end of the season between the end of November and the beginning of January. Please see program [dates](#) on the Fresh Start website for more information.

**COMPANY:** Fresh Start Health Retreat, operating from Ocean Resort at 4384 South Island Hwy, Campbell River, BC, V9H 1E8

**FACILITIES PICTURES** <https://healthretreat.box.com/s/myrmx5aju2sy4qlp95npuix0a1mhp760>

**THERAPIES PICTURES** <https://healthretreat.box.com/s/uwyx0ewvvs01cr0s6pj777i0xaibbb9v>

**GUESTS EXPERIENCE** <https://healthretreat.box.com/s/buagqnf3f20q093p5vzk6nhl6a2pag9u>

**OUR GUESTS' STORIES:** the stories are long, please feel free to listen to the intro or the entire one  
STORY 1 <https://www.healthretreat.ca/testimonial-items/my-blood-sugar-has-normalized-completely-and-thats-with-zero-medication/>

STORY 2 <https://www.healthretreat.ca/testimonial-items/my-inflammation-was-at-9-out-of-10-and-now-its-around-a-2/>

STORY 3 <https://www.healthretreat.ca/testimonial-items/i-overcame-resentment-towards-a-parent-and-love-and-grieve-that-parent-now/>

**Program Director Position Summary:** You are a healer by heart and love helping people in their healing journey. You are the primary person who is responsible for daily health check-ins with people having various physical and emotional issues, as well as looking after program guests' requests. You will do initial orientation, program explanation, support people as they go through their healing process/crisis, facilitate occasional group time and manage group dynamics. You will be responsible for presenting a few health lectures throughout the program.

### **CREDENTIALS REQUIRED:**

Registered Natural Health Consultant, Chartered Herbalist, Registered Acupuncturist, Doctor of Traditional Chinese Medicine, Registered Nurse, Doctor of Natural Health or other similar credentials.

### **PROGRAM DIRECTOR PAY:**

Pay: \$28 per hour during the probation period (three 21-day programs), **\$30** per hour, after that. Approximately 80-90 hours per 21-day program.

### **ADDITIONAL OPPORTUNITIES:**

If you are a skilled bodyworker, therapist or practitioner, other earning opportunities may be available at Fresh Start on a **contract** basis. This would be subject to your ability to handle your Program Director duties in a quality manner, while staying recharged throughout the day and throughout the program. Our



Health Spa treatment hours are 1:30pm - 9:00pm (you could do between one and four 90-minute treatments per day, depending on when your PD day ends).

#### **REQUIRED SKILLS:**

- Understanding of detoxification process, healing crisis/healing symptoms, and ability to address health symptoms as they arise - you have experience working with people with various physical and emotional health conditions
- Ability to ask questions related to health, in order to identify the person's issue and/or condition in depth
- Excellent communication and people skills: you really enjoy working directly with people, have a warm nurturing personality, and you connect with others naturally, you are a very good listener
- You are a quick learner of processes, procedures and systems
- You are a multi-tasker: able to work with a large number of various details, to follow up on tasks and do not let things or people "fall through cracks"
- Some technical skills are a must (there will be a limited number of tasks, but you need to be able to learn how to use our system to do them)
- You will complete critical tasks and are able to tactfully cut a conversation short, in order to get things done
- You have a natural sense of peace around you, people relax in your presence, because you are relaxed
- You have a high level of maturity and ability to handle people's emotions, complaints, dissatisfaction without taking them personally, reacting or blaming
- You are not afraid of physical symptoms and health challenges that many guests are coming to the retreat with; you always work on prevention and can look after people in healing "crisis" (ex. give the diabetics a protein shake, somebody who experiences an emotional breakdown - to support them through it, or the worst case scenario- you call an ambulance and support the person until it arrives - though of course this is not something that happens normally, you can deal with such unusual situation, too). If anything happens, you do not panic, do not "avoid" and do not look at the clock that you need to leave - you will stay till whenever the situation is resolved, or come back to look after the person
- You are solution-oriented and are not afraid of challenges, we can rely on you to figure out and handle things in a mature way
- You have positive attitude, you are evaluative and do not rush into making a decision, can listen and are not afraid to consult
- You are physically and emotionally able to carry the load, as well as can reliably be at the retreat centre prior to an 8:00 am start time
- Accountability, reliability, punctuality, time management and self-organization skills - are all your important qualities
- Group dynamics management skills - you are able to "feel" the group spirit, identify the arising issues and prevent their aggravation, resolve them by educating guests
- Positivity, adaptability and emotional stability; you are non-confrontational and humble
- Engaging workshop/lecture presentation skills considered an asset

**MAIN DUTIES:**

- You are the number one person who is responsible for:
  - guiding the group through its healing journey (emotional/physical health support and keeping them accountable)
  - looking after the group health and other needs, and to ensure that "the balls are not dropped"
  - evaluating and consulting with the Program Manager to make decisions and implement solutions
- New arrivals orientations, program explanation and guests' education on the program process, keeping them motivated and accountable
- Review of guests' morning wellbeing sheets and participation charts
  - assign and provide guests with one-time protocols to alleviate detox/healing symptoms (ex. headache, HBP, hypoglycemia, nausea), as per our guidelines
  - guests' requests management (health-related, additional treatment bookings etc.)
  - very carefully keep an eye on everyone's well-being, their BP, BMs, amount of water they drink etc. and, again, to ensure no one "falls through cracks"
  - daily call and report to the Program Manager about what has been done
- Group dynamics management
- Facilitation of occasional group times
- Emergencies prevention, handling and resolution (ex. a guest has severe detox/healing symptoms)
- Prepare Tips4Journey (post-program tips to take home), using the templates provided; create lists of suggested supplementation, if requested by the Program Manager
- Morning sign-up for activities such as walks and steam bath
- Collect timely mid- and end-of-program documentation and provide it to the Program Coordinators (ex. End-of-Stay Results, Take-Out Lunch Requests, Emotional Wellness Questionnaires)
- Miscellaneous program-related tasks, as needed (ex. printing a new schedule for a guest who extended the program, preparing a binder for the last minute registrant, driving guests to a group outing, starting infrared sauna or salt cocoon, etc.)
- Present lectures as scheduled, to quickly learn present new lectures, as per program need and to substitute other presenters
- Pre-program meeting (zoom or in-person) - to review the health of guests attending the upcoming program (with Program Consultant and/or Program Manager)
- You are responsible to regularly review guests' during the program, to ensure you know them very very well. You need to be able to remember details about each guest health, program goals and other individual specifics.
- TEAM SPIRIT: We are a small team and are looking for a person for whom there is no job below him/her. Our Managers and Directors do emergency toilet cleaning when needed. You may also be asked to help in the kitchen, the front desk or do a bit of clean up whenever it is needed.

**UNPAID DUTIES:** pre-program/ pre-zoom meet study health profiles of new arrivals, occasional team meetings, personal development/ research/ health study.



### **PROGRAM DIRECTOR SCHEDULE:**

Each day you have regular repeatable responsibilities, such as going through guests morning documentation, organizing/providing one-time protocols and group education/support. Hours and days may slightly vary from program to a program, depending on the number of guests, number of new arrivals/departures per specific day, duties that may be transferred to other team members, and other reasons. Some days you may not have orientation at all, or have a shorter one, if there are no or very few new arrivals. Whether you have a lecture, group time and what is going on that day will determine whether you have a longer or shorter day, so please be prepared for slight changes in hours from on session to another session. If you finish the orientation early, you clock-out early. If you need to stay late to complete your duties, you will be paid for the time. However, when you stay extra, you'll need to describe why you could not finish on time (late guest arrival, someone had a healing crisis etc.). There needs to be a valid reason for the overtime. The extra personal conversations with guests or staff, participation in program activities (ex. yoga, meditation) that do not include training will not be covered.

Consistency in ability to complete the duties within allotted hours, and your time management/self-organization skills will be evaluated from time to time. Time efficiency is an absolute must for you. Hours related to personal research and health studies,

professional growth (reading extra books) are not paid. We expect that you enjoy learning and will take initiative to read more about the topics you are presenting, healing process and various health topics in your free time.

**Approximate total hours per 21-day program: Up to 30 hours per week for a total of 80-90 hours per program @ \$30 per hour = \$2,400-\$2,700. You'll mostly work morning hours, except orientation evenings (Sundays).**

### **INITIAL PRE-PROGRAM TRAINING:**

Training will be paid separately at a pre-agreed, flat rate, depending on how many lectures/procedures you need to learn. It won't be an hourly pay. The training may include study of the Fresh Start lectures and videos, as well as company philosophy/policies and PD procedures/processes. Consists of personal study, essays and Q&A with PD over Zoom and over LMS (Learning Management System). If intermediate or advanced training is required between programs, it will be also paid on at a pre-agreed, flat rate.

### **Pre-program meetings (zoom or in-person) to prepare and review the health of the guests attending the upcoming program**

You are responsible to regularly review guests' profiles before and during the program, to ensure you know them very very well. You need to be able to remember details about each guest health, program goals and other individual specifics.

### **ABOUT THE COMPANY:**

Fresh Start is a Health Restoration Retreat operating since 2005. We are a healing centre; people come here to improve their health using natural means. We specialize in physical and emotional health restoration, as well as quit smoking and detox & recharge programs.



### **WHY WORK WITH US?**

Seeing health transformation of the guests and making a difference! Great positive vibe, awesome team, beautiful facility and ocean-front location, access to therapies at cost, access to the gym in free time.

### **HOW TO APPLY:**

If you are excited about working with us, please read a detailed description and apply with a resume on our online company job board: <https://www.healthretreat.ca/fresh-start-jobs>. If you have issues with applying online, please apply in person with a resume.

**If you love working with people, can operate large volumes of information, are a positive happy individual and are a great team player, we'll be glad to hear from you!**