

ACA STANDARDS VISITOR — JOB DESCRIPTION

Overview

While the role of the visitor is similar to that of the associate visitor (to verify compliance with the ACA standards on the day of the visit), persons who have decided to accept the role of visitor must also be willing and capable of serving as the lead visitor for camp visits. Those responsibilities are outlined below in the job description. If an applicant finds that they prefer not to accept those additional responsibilities, then please do not accept the role of visitor, and remain as an associate visitor. Both roles are critically important to the integrity of the program.

Prerequisites

1. Active associate visitor status.*
2. Commitment to the role of serving as a visitor, including communication responsibilities and follow-through before, during, and after visits.
3. Successful completion of the required visits under the supervision and evaluation of a lead visitor (the number of required visits determined by the Associate Visitor Course instructor is a minimum of two).
4. Current ACA member status.
5. Knowledge and acceptance of the Conflict of Interest Statement for ACA volunteers (included in this job description).

Required Training

Visitor Update Course and/or refresher every three years (minimum) or as determined by the National Standards Commission (NSC).

Qualifications

1. At least 25 years of age.
2. Maturity and good judgment.
3. Knowledge of and administrative experience in organized camping, preferably in ACA-accredited camps.
4. Understanding of the mission of ACA and the purpose of the ACA accreditation program.
5. Basic knowledge of the application of ACA standards.
6. Understanding of the role of a camp professional.
7. Willingness to conduct at least one accreditation visit every other year.

Desired Competencies

1. Demonstrated strong oral and written communication skills, including demonstrated skill and comfort with technology.
2. Demonstrated strong observation skills.
3. Demonstrated flexibility, patience, and objectivity.
4. Ability to respect, articulate, understand different points of view.
5. Ability to work as a member of a team.
6. Demonstrated ability to use positive conflict resolution steps and manage conflict.
7. Relates well to a diverse field of camping professionals.
8. Demonstrated understanding of the role of education in the accreditation process.
9. Demonstrated understanding of the complexities of differing camp operations.
10. Ability to lead a team and guide a process with an end result.
11. Ability to interpret standards in multiple settings and articulate those interpretations.
12. Ability and willingness to assume ultimate authority on standards applicability and compliance decisions.
13. Ability to relate to people in a positive and supportive manner

Approval to Serve as Visitors

Approval to serve as a visitor is based on the following:

1. Indication by the candidate she or he is ready to assume full responsibility for visits.
2. Indication by the candidate he or she is ready and willing to supervise an associate visitor as necessary (for the required number of visits).
 - a. Satisfactory completion of supervised visits as an associate visitor.
3. Commitment to the program as evidenced by completion of training, timely follow-through, and effective communication.
4. Demonstrated ability to assume full responsibility and ultimate authority for visits.
5. Endorsement of local standards chair, local Standards Committee, and LCOL/Board.

Responsibilities

When serving in ANY visitor role:

1. Assist in the interpretation of the Accreditation Program's purpose, background, function, and process.
2. Immediately communicate any concerns and/or questions to the local standards chair or designated ACA staff member.
3. Provide information in the Review or Appeal Process, as requested or needed.
4. Complete an evaluation after the completion of each assigned visit.
5. Maintain active visitor status.*

*To maintain active visitor status: Visitors are expected to attend and complete Visitor Update Course and/or Refresher at least once every three years or as required by the NSC, and assist with one or more visits at least every other year. Also, must maintain current ACA individual membership.

When Serving the Role of Second Visitor

1. If serving in the role of second visitor prior to the site visit:
 - a. Assist the lead visitor and designated camp contact in evaluating all aspects of the camp operation.
 - b. Review documentation for the Camp Self-Assessment, when possible.
2. Fully participate with the assigned visitor team in the on-site standards visit :
 - a. Observe all aspects of camp operation and interpret the standards as related to each camp visited.
 - b. Assist lead visitor by scoring each standard "Yes," "No," or "DNA" on the Score Form, and ensuring all comments are recorded.
 - c. Inform the camp director/administrator of the responses as they are recorded.
 - d. When appropriate, as a member of the visit team, provide feedback that will aid the camp personnel in developing and sharpening their own observation skills of their own program as related to the standards.

When Serving as the Lead Visitor

1. Take the lead on communicating with the camp's standards contact.
2. Thoroughly review the Camp Information Form and verify with camp's standards contact it is accurate.
3. Make arrangements for and complete the review of the Camp Self-Assessment by required deadline.
4. Coordinate the date and details of the on-site visit by the required deadline with the camp's standards contact and other visit team members by the required deadline.
5. Determine how the visit will be conducted (e.g., with visitors viewing separate areas, as a team).
6. Assume ultimate authority on matters related to scoring and compliance.
7. Ensure the score form, including any comments, is complete and accurate. Review the score form with the camp director or standards contact and the second visitor, securing all required signatures.
8. When necessary, complete the ICA Response Form and follow through with the ICA process.
9. Immediately following the visit, mail all required visit materials using the provided envelope.
10. Consider serving as a visitor mentor (if requested).

Additional responsibilities and competencies, if serving as a Visitor Mentor

1. Discuss with the standards chair (or designated local contact) appropriate goals for the associate visitor assigned to you.
2. Plan the visit to help the associate visitor gain new experiences and increase skills.
3. Evaluate the visit and provide performance feedback to the associate visitor, both positive and corrective, as soon as possible after a visit.
4. Share the associate visitor's progress with the designated local person.

Additional responsibilities and competencies if serving as a mentor of camps or as a Camp Self-Assessment (CSA) Visitor

1. Demonstrate skill and comfort with technology.
2. Analyze and educate through review of written and oral materials.
3. Problem solve and apply standards interpretations.
4. Provide feedback to the camp that supports the education aspect of the accreditation process.

Conflict of Interest Statement for ACA Standards Volunteers*FROM GUIDING PRINCIPLES – LCOL – LO-8:*

1. All standards volunteers (trainers through associate visitors) will reveal any conflicts of interest with regard to their role in serving as a standards volunteer. Individuals will recuse themselves from participating in discussions and decisions relevant to their conflict of interest.
2. All standards volunteers (trainers through associate visitors) must not use their positions to obtain ACA employment for themselves, family members, or close associates. Should a member desire to be considered for employment, he or she must first resign their position. No volunteer may serve as a compensated staff member of ACA, Inc. or one of its Affiliates.
3. All standards volunteers (trainers through associate visitors) will not disclose or discuss with another person or entity, or to use for their own purpose, confidential or proprietary information gained through their volunteer work for ACA (e.g., accreditation approval issues).
4. All standards volunteers (trainers through associate visitors) will not receive compensation for their work. However, volunteers can be reimbursed for expenses related to participation in meetings and for other expenses incurred for the benefit of the field office or affiliate.
5. All standards volunteers (trainers through associate visitors) will not use the intellectual property (IP) of ACA to further any personal interests; or purport or imply ACA's IP to be their own. This includes all information in ACA's database, knowledge center products and services, logos, and any other statements or educational materials created by or for the American Camp Association.