



**OUTWARD  
BOUND USA**

*Position Title:* Risk Management Officer

*Location:* Home Office

*Reports To:* Operations Director or Director of Safety and Risk

*FLSA:* Full Time Exempt

*Date Updated:* September 30, 2020

**JOB DESCRIPTION**

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| <b>Organizational Overview</b>        | <p>Outward Bound (OB) is the leading nonprofit experiential education organization in the United States. Operating for almost 60 years in the U.S., OB remains strongly connected to its founding philosophy, emphasizing the development of character through adventure-based experiential education. Outward Bound in the US has more than 1,000,000 alumni and serves more than 45,000 young people and adults each year from communities across the United States. At Outward Bound, we strive to provide educational experiences that are inclusive and relevant for all participants and are committed to organizational improvement in support of an equitable and just society.</p>   |
| <b>Position Impact</b>                | <p>Outward Bound in the U.S. is a network comprised of 11 Regional Schools and two centralized support/governance organizations. Outward Bound USA (OBUSA) is the chartering/governance organization that provides oversight and key support services for the regional Outward Bound Schools in the U.S., including risk management at the organizational and operational levels.</p> <p>The Risk Management Officer (RMO) will be responsible for successfully developing, leading and maintaining Outward Bound's risk management processes, consistent with the organizations mission and strategic goals. The RMO will maintain existing processes and continue to develop analyses and processes to protect Outward Bound's brand as well as its human, financial and physical resources.</p> <p>The RMO works closely with the Chief Financial Officer (CFO), Operations Director and Safety Team at OBUSA, as well as across the Executive, Finance and Safety teams of all 11 regional Outward Bound Schools.</p>   |
| <b>Functions and Responsibilities</b> | <p><b>Organizational Risk Management and Loss Control</b></p> <p><b>Risk Analysis</b></p> <ul style="list-style-type: none"><li>• Provide leadership and management to develop long-term strategic plans for risk management, advance specific loss control initiatives and ensure compliance with existing policies across the Outward Bound system.</li><li>• Design and implement an overall risk management process for Outward Bound to minimize potential sources of accidental loss and to protect the Outward Bound brand and its human, financial and physical assets.</li><li>• Support Regional Outward Bound schools across the system in helping to identify and proactively mitigate risk of identity-based harassment and violence</li></ul> <p><b>Insurance Program</b></p> <ul style="list-style-type: none"><li>• Work closely with Outward Bound's brokers to oversee the negotiation and purchase of casualty, property and Workers' Compensation insurance for Outward Bound and its chartered entities; ensuring proper terms and limits of coverage for each component of Outward Bound's insurance program.</li><li>• Working closely with the CFO, allocate insurance and related charges equitably across Outward Bound's Chartered entities and ensure that reserves are adequately funded through implementation and management of a self-insured retention funding mechanism.</li><li>• Periodically review the performance of Outward Bound's insurance broker.</li></ul> |

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|  | <ul style="list-style-type: none"> <li>Advise Outward Bound Charters and staff on all insurance questions.</li> </ul> <p><b>Claim Management</b></p> <ul style="list-style-type: none"> <li>Serve as liaison with insurers for the purpose of reporting any claim exposure or activity impacting the Outward Bound Insurance Program, including but not limited to, property and auto damage, general liability, and sexual misconduct.</li> <li>Manage all property and liability claims, working closely with the insurer claim staff, regional Outward Bound Schools and legal representatives.</li> <li>Oversee and coordinate the work of attorneys, communications consultants and investigators in conjunction with serious incidents and any resulting legal exposures, claims, or proceedings.</li> </ul> <p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>Review and approve contracts to ensure that the scope of activities, definition of responsibilities, and insurance provisions protect Outward Bound from contractual liability, where possible. Recommend contract revisions where appropriate.</li> <li>Review and approve implementation of new programs and special events to ensure compliance with risk management policies/procedures.</li> </ul> <p><b>Critical Incident Response</b></p> <ul style="list-style-type: none"> <li>Work cooperatively with the Safety Team to develop Emergency Action Plans and systems to approach critical incidents. Provide training and other resources to Charters to support their critical incident response.</li> <li>Approach incident response with an awareness of how identity, power dynamics and bias influence critical situations and actively work to mitigate the additional impact of incidents on people with non-dominant identities</li> </ul> |
| <b>Secondary Duties and Responsibilities</b> | <ul style="list-style-type: none"> <li>Educate senior leadership/boards within the OB network about Outward Bound's insurance and loss control policies/procedures, and their respective responsibilities in carrying out the risk management program.</li> <li>Work closely with the Risk Management Advisory Committee</li> </ul>  |
| <b>Qualifications</b>                        | <ul style="list-style-type: none"> <li>Bachelor's degree and ten (10) years of administrative and supervisory experience in risk management, risk analysis, insurance and operational safety for organization's that have customers under their care.</li> <li>Demonstrated understanding of, and commitment to, equity and inclusion work including an understanding of implicit bias, emotional safety, and cultural responsiveness.</li> <li>Strong experience with, and understanding of, legal issues, litigation and claims management.</li> <li>Experience with recreational, educational or related direct service organization.</li> <li>Experience with a geographically dispersed and decentralized organization is a plus.</li> <li>Strong commitment to the ideals and mission of Outward Bound.</li> <li>Extensive understanding of the principles, methods, and procedures related to risk management, organizational liability, insurance, claims management and legal considerations.</li> <li>Demonstrated ability to work collaboratively with senior managers and other staff to build and lead effective work teams.</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>• Experience in working closely with all staff across a network to successfully plan and implement initiatives as well analyze, identify and resolve operating issues.</li> <li>• Excellent interpersonal, writing, and problem-solving skills.</li> <li>• Ability to effectively communicate policies and procedures related to Outward Bound's risk management and insurance programs specifically tailored to a variety of audiences including Boards of Directors, senior leadership, and staff across the Outward Bound network.</li> <li>• Demonstrated ability to provide effective leadership in response to critical incidents and in managing complex situations requiring the coordination of multiple staff and outside professional resources.</li> <li>• Well organized, and able to work independently with limited supervision.</li> <li>• Detail oriented with strong analytical skills, and ability to prepare clear and concise reports.</li> <li>• Willingness to travel, including to remote locations, to directly observe program operations or in response to critical incidents.</li> <li>• Must be able to complete work 'across the spectrum' of job duties, from organizing files to managing complex processes across a federated network of individual 501c3's.</li> </ul> |
| <b>Location and Physical Requirements</b> | <ul style="list-style-type: none"> <li>• A successful candidate would work remotely, combined with necessary travel to meet with OBUSA and regional school staff</li> <li>• Able to travel approximately 10% of time, with initial emphasis placed on understanding Outward Bound and building necessary relationships</li> <li>• Ability to work at a desk and on a computer for most of the day</li> </ul>  |
| <b>Compensation &amp; Benefits</b>        | <ul style="list-style-type: none"> <li>• This is a full-time salaried position with a competitive benefits package, including health/dental/vision insurance, paid time-off, short-term disability, long term disability and a 403(b) plan.</li> <li>• Salary commensurate with experience</li> </ul>   |
| <b>To Apply</b>                           | <ul style="list-style-type: none"> <li>• Please send a resume and letter of interest to <a href="mailto:jobs@outwardbound.org">jobs@outwardbound.org</a></li> <li>• Application deadline is October 31, 2020</li> </ul>   |

*Outward Bound USA (OBUSA) is an equal opportunity employer and works to include diversity among its staff. OBUSA values the inclusion and collaboration among employees of diverse backgrounds and experiences. OBUSA prohibits discrimination against, and harassment of, any employee or applicant for employment because of race, color, religion, sex, gender, pregnancy, genetic information, ethnic or national origin, sexual orientation, marital status, familial status, military or veteran status, qualified individuals with a disability on the basis of the disability, or any other category which may be protected under applicable state or federal law. Outward Bound USA also promotes respect for all people, and will not tolerate harassment based on any of these characteristics nor on differences based on gender identity or expression.*

*As we strive to reflect the communities we serve, people of color are strongly encouraged to apply.*