



## Position Description: Volunteer Services Coordinator

**Classification:** Exempt  
**Reports to:** Volunteer Manager

**Type:** Full-time  
**Date:** April 2023

### Summary/Objective

This position is responsible for assisting the Volunteer Manager and collaborating with Equine Assisted Services Professionals to ensure best experiences for volunteers and participants. Volunteer Services Coordinator works closely with Volunteer Manager, service volunteers, Equine Assisted Services Professionals and must work collaboratively and communicate efficiently and effectively across all departments.

### Position Responsibilities

- Assist Volunteer Manager in scheduling volunteers for Horsemanship classes, Hippotherapy and Equine-assisted Learning lessons/sessions. Assists with communication to Instructors regarding filling of open volunteer spots.
- Assist with maintenance of volunteer records and databases including but not limited to Salesforce and Wranglr.
- Assist with stepping into lessons as a leader or sidewalker.
- Assist Equine Assisted Services Professionals with lesson management i.e. volunteer assistance, mounting and dismounting participants.
- Assist Volunteer Manager and Equine Manager with leader trainings and problem solving horse/volunteer matches.
- Assist with evening services as Admin support for answering cancellation line, supporting participant family questions, jumping into lessons when volunteers are needed but not present.
- Under the direction of the Volunteer Manager and in accordance with Healing Reins mission, implement and facilitate best-in-class volunteer orientations on weekends/evenings for two sites.
- Assist Volunteer Manager to create and update volunteer nametags.
- Assist with Volunteer Manager with generating the upcoming week email with open volunteer positions.
- Collaborate with Instructors and Volunteer Manager to ensure rider/volunteer matches are appropriate and successful on weekends/evenings.
- Communicate (Texts/emails/calls) in a timely manner to volunteers regarding cancellations, changes, needs etc. as appropriate.
- Maintain current knowledge of all technology systems used in the management of Healing Reins volunteers.
- Support Volunteer communication updates (Email, Canva flyer, Wranglr text, Google line)
- Maintain a clean, safe and welcoming office. Supervise and participate in the general housekeeping of offices, kitchens and facilities.
- Assist team with events and outreach as needed.
- Other duties as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

### Supervisory Responsibility

- Volunteers

### Work Environment

While performing the duties of this job, the employee regularly works outside, with animals and people of all ages and abilities

### Travel

- This position does require travel between both locations.



## Position Description: Volunteer Services Coordinator

### **Required Education and Experience**

- Two-years' supervisory experience.
- Must be able to communicate clearly and effectively both verbally and in writing with riders/participants, caregivers, volunteers, and fellow staff.
- Must have strong exposure to and fondness for working with and around horses. This position requires direct interaction with the herd, and willingness to jump into the area to fill any volunteer role in any capacity.
- Individual may be asked to step in as a horse-handler in lessons.
- Must be able to work cooperatively and effectively with others in a team-based environment.
- Must be able to project enthusiasm and a sense of fun into their teaching environment.
- Must be willing to work in a flexible and ever-changing environment.
- Must possess basic computer skills for record-keeping and correspondence.

### **Preferred Education and Experience**

- Previous Volunteer Management experience.
- PATH Intl. Certified Instructor or Equine Specialist.
- Public speaking experience.
- Basic equine and disabilities knowledge.
- Public relations experience.
- Talent management experience.
- Current CPR/First Aid card.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities of the employee to do this job. Duties, responsibilities, and activities may change at any time with or without notice.