VOLUNTEER COORDINATOR POSITION DESCRIPTION

Organizational Overview: Giant Steps Therapeutic Equestrian Center is dedicated to enriching lives through the power of horses, team, and community. Through the excellence of our equine assisted programs, people of all ages, means, and challenges experience the extraordinary benefits of therapeutic riding and activities. Pre-COVID, we served 145 weekly clients for adaptive riding lessons, and assorted other participants for unmounted equine-facilitated learning. We are currently rebuilding to that level.

Position Overview: The Volunteer Coordinator is responsible for the recruitment, training, scheduling, and recognition of sufficient volunteer resources to support Giant Steps' program operations and special events.

Reports to: Program Director

Work Schedule: 32 hours per week, including one weekend day. (Occasional holidays required.) May grow to 40 hours per week.

Work Location: 7600 Lakeville Highway, Petaluma, CA

Responsibilities include, but are not limited to, the following:

- Recruitment
  - Coordinate and conduct ongoing community outreach efforts to recruit new volunteers to serve at the barn and to support special events
  - Network with other community organizations for volunteer recruitment
  - Respond to initial contact from potential volunteers; send out applications
  - Review incoming applications and schedule applicants for orientation
  - Encourage existing volunteers to return for the following term
  - Recruit volunteers from existing volunteer base and from the community to assist with special events

- Training
  - Conduct monthly new volunteer orientations and initial training of volunteers
  - Assist in conducting ongoing training for specific volunteer roles including side-walking, horse handling, and job of Team Captain
  - Train and empower Team Captains to serve as first source of information and training for daily volunteers
  - With Program Director and Head Instructor, identify and schedule volunteer continuing education opportunities

- Scheduling
  - Coordinate with the Head Instructor to understand the volunteer needs of daily riding lessons, ground work and other programming, horse care and facility maintenance
  - Track upcoming volunteer absences and arrange for substitute coverage

    - Assist Program Director with the scheduling of orientations
    - Coordinate with Development Associate to understand the volunteer needs for special events

- Volunteer Recognition
    - Schedule and coordinate volunteer recognition event(s) and gifts
    - Organize the process of nominating and awarding volunteer honors

- Administrative
    - Maintain and update volunteer schedule, volunteer attendance, volunteer records, and Volunteer Training Manual
    - Ensure all volunteer data is tracked in Salesforce database; produce quarterly and other reports on volunteer engagement
    - Guide volunteers through background check process and ensure proper protocols are followed
    - Communicate events and notices to volunteers via mail, email, phone and bulletin board
    - Submit volunteer success stories to Executive Director for inclusion on e-newsletter, Facebook posts, etc.
    - Attend staff meetings as required
    - Record and distribute minutes from Team Captain and volunteer meetings
    - Other duties as assigned

Qualifications

- Demonstrated success in recruiting and engaging volunteers
- Ability to train people for specific tasks
- Excellent organizational skills
- Excellent communication skills; strong interpersonal skills both in person and by phone
- Good customer service ethic and high expectations for quality
- Ability to manage multiple projects and work assignments
- Ability to accomplish projects with little supervision
- Computer proficiency – including comfort with databases, Excel, Word, Outlook, and Salesforce
- Comfortable around horses with a willingness to learn the Giant Steps' horse handling rules and procedures
- Comfort working with individuals living with a wide range of disabilities
- Passion, integrity, respect for confidentiality, and a positive attitude and commitment to Giant Steps' mission
- Knowledge of therapeutic riding desirable
- Willingness to become a therapeutic riding instructor desirable
- Spanish fluency desirable

Salary range: $36,400 – $38,000. Benefits include health insurance, PTO, and retirement.

How to Apply: Please email a resume and thoughtful cover letter articulating your understanding of Giant Steps' mission, your personal interest in helping to advance that mission, and how your skills and experience meet the qualifications of the position to hr@giantstepsriding.org. Applications with generic cover letters not specifically addressing the requirements of the position will not be considered.

Deadline: Applications will be reviewed on a rolling basis until the position is filled.

Equal Employment Policy: Giant Steps is an Equal Opportunity Employer. Giant Steps does

not discriminate against qualified employees, volunteers, unpaid interns, or applicants because of race, color, religion, sex, sexual preference, sexual identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, military status, marital status, religion, or any other characteristic protected by federal or state law or local ordinance. When necessary, Giant Steps will reasonably accommodate employees and applicants with disabilities if the person is otherwise qualified to safely perform all of the essential functions of the position.