

Central Kentucky Riding for Hope, Inc. (CKRH)

Equine Assisted Activities and Therapies

Job Description

Job Title: Volunteer and Media Manager
Reports to: Executive Director
Hours: 40+ Hrs/week
Salary: DOE
Revised: 2023

Overview:

The Manager is responsible for the organization, outreach, planning and scheduling of all the organization's volunteer programs. Collaborates with the Executive Director for special events. Coordinate recruitment, training, recognition, administrative and record-keeping functions involved with volunteers and special events. Works in partnership with all program staff to establish appropriate volunteer support of all lessons. Maintain a cooperative working relationship with other staff, volunteers, and clients. Assist with other CKRH operations as requested.

Scope of Responsibility:

Operates under general supervision of Executive Director with latitude for independent judgment and actions on routine matters only. Suggestions and recommendations should be presented to the Executive Director.

General Responsibilities

- Adhering to policy and procedures as outlined by CKRH.
- Serve as an ambassador for Central Kentucky Riding for Hope by attending trainings, recruitment fairs, board meetings, speaking at events, presenting, and organizing volunteer special events.
- Adhering to PATH Intl. standards and guidelines.
- Other duties as requested and/or assigned.

Job Duties:

Human Resource Oversight

- Develop and maintain program staff schedules, ensure staff schedule is given to executive director and updated as needed.
- Organize weekly staff and program meetings to maintain effective communication.
- In consultation with the executive director, participate as a team member with the hiring, and coaching of program employees.

Program Delivery Oversight

- Submit annual budget recommendations related to volunteer expenses to executive director; accountable for managing expenses within the budget.
- Oversee record retention for volunteers.
- Provide a leadership role as assigned by the executive director.
- Assists in the management of the data management software.
- Compile, maintain and report on the quarterly and annual program and volunteer descriptions and statistics.

Recruitment, Training, Scheduling & Implementing Volunteer, Intern and Programming Services Oversight

- Develop and implement volunteer recruiting plans, schedules and community resources.
- Initiate contact and follow-up with current and previous volunteers as to availability for future assignments.
- Facilitate volunteer trainings and group orientations, which includes preparation of registration material, set up of visual aids, tack, arena etc.as needed, wrap up and clean up.
 - Equine Manager or other PATH, Intl CTRI will assist with the instructional portion.
- Oversee and maintain volunteer records, including background checks.
- Recruit and schedule volunteers for participant activities & therapies, facility work, office work, community service, special events (i.e., Paul Frazer, Night of the Stars, Walk on for Hope 5K, and Tack Sale) and act as liaison between these groups and other staff. Work with other staff and committee members to determine volunteer and programming needs.
- Participate in and/or assist with participant activities and therapies as needed.
- Internship Program development and maintenance.

Special Events Planning and Organization

Ensure events are staffed with appropriate volunteers and in adequate numbers to do the job.

- Lead planner & organizer for the Walk on for Hope 5K.
- Assist Paul Frazer contracted manager on volunteer recruitment, and set-up and day-of management. Includes take-down if needed.
- Supervisory role in volunteer management at all special events. Includes direct supervision and planning for support needs.

Administrative & Record-keeping

- Develop, monitor, update and maintain files on volunteer information records, weekly rosters, sign-in sheets and participant activities schedules, hours worked, completed release forms, and related materials in accordance with PATH, International standards, and state requirements.
- Prepare and mail timely announcements or reminders on orientation schedules, session assignments and special events/activities.
- Track daily volunteer cancellations, secure substitute volunteers, and advise instructors of cancellations or other problems in a timely manner.
- Maintain volunteer statistics for daily, weekly, monthly, and yearly reports.
- Assist with other operations, events or activities as requested.
- Provide phone coverage when not covered by volunteer services.
- Filters, receives, and responds to all online form submission from the Contact Us page on website.

Information Technology

- Monthly email Volunteer Newsletter
- Fully in charge of Facebook, Instagram, Twitter, and all other social media posts.
- Manage volunteer contacts in Sales Force.
- In charge of all website maintenance including updates, plugins, etc.
- Ensure technology at CKRH is continuously upkept.
- In charge of the selection and ordering processes behind the CKRH clothing company
- Train unfamiliar staff to use the Annual Leave Time accounting on SharePoint.

Recognition

- Implement and maintain a volunteer recognition program and promote or coordinate recognition activities and events (i.e. Thank you notes after events and end of sessions; plan and coordinate events.)

General Responsibilities

- Purchase supplies for special events, gatherings, and parties such as cases of drinks, food, and decorations.
- Read and sign the last page of Employee Manual.
- Read and sign Code of Conduct.
- Adhering to standards and procedures as outlined by CKRH.
- Adhering to PATH, International standards, and guidelines.
- Adhering to budgetary constraints of the program.
- Serve as an ambassador for Central Kentucky Riding for Hope.

Desired Qualifications:

Education

Four-year degree in marketing, communication, non-profit management, business or other related course work preferred.

Experience & Knowledge

Minimum of four years related experience desired. Preferred background in volunteer management, communication, non-profit development, or another related field. Clerical, computer, office, and data entry experience required. Knowledge of Microsoft Office 365 applications. Must have experience in team building and motivating others.

Skills & Abilities

Able to work cooperatively and communicate effectively with others both verbally and in writing. Enthusiastic, persistent and well organized. Accurate with details and numbers. Able to establish and accomplish work priorities with minimal prompting and supervision. Able to make effective public presentations. Must be a U.S. citizen or possess a valid resident/work permit. Must have a valid Kentucky State driver's license and pass a Criminal History check. No physical limitations that would prevent you from: 1. Lifting to 20 pounds over your head, 2. Walking for an hour on uneven surfaces, 3. Jogging for several minutes, 4. Standing for an 8-hour workday during a special event or career fair.

FRINGE BENEFITS/OTHER: This position is a full-time position, which offers a salary. Other benefits include paid holidays annually as well as vacation and sick leave in accordance with personnel policies. New employees are eligible for paid medical as outline in the employee manual.

We are an equal opportunity employer

Central Kentucky Riding for Hope, Inc. Therapeutic Riding Center

Specified Duties and Responsibilities

Night of the Stars

The months of April and May-work with the Development Director to assist with descriptions of auction items on One Cause platform.

- Supervise volunteers for loading uhaul truck with decorations and silent auction items"
- Contribute to stories used for video presentation at STARS.
- Supervise and support volunteers with decorating tasks such as set up and decoration of silent auction tables.
- Plan, coordinate, and execute all components of live auction.
- Supervise volunteers for cleanup night of event and for next day take down of CKRH auction items. Load items and return to CKRH and store properly in the attic.
- Arrange lunch for volunteers on Friday before the event.
- Arrange and obtain drinks for all volunteers and staff from Thursday thru Sunday.
- Arrange volunteers for item pick-up night of the event upon close of the auction.

Therapeutic Summer Activities

- Arrange and supervise volunteers for summer programs such as Easter Seals and IRide.

Paul Frazer

- Recruit and schedule volunteers for advance setup, day of event, and cleanup
- Supervise/coordinate transporting of jumps to stadium
- Supervise volunteers for stadium & dressage course setup
- Ensure all volunteers are signed in, have liability release, and show them to their stations
- Supervise cleanup of stadium and dressage areas, transportation back to CKRH and unload.
- Radio management.

Tack Sale and Trail Ride

- Supervise volunteers in the preparation and cleanup of the tack sale
- Recruit and schedule volunteers and service groups for setup, day of event, and cleanup
- Ensure all volunteers are signed in and have liability release and show them to their stations
- Radio Management
- Make social media posts throughout year, and posts leading up to event of sneak peeks for the event.

Walk on for Hope 5K

- Plan and organize event from start to finish
- Order t-shirts, plan packet pick-up
- Ensure proper volunteer and staff support for event day.
- Mark course
- Meet with Skip (Bluegrass Timing, LLC) for timing event
- Ensure a photographer is secured for the event
- Design run/walk website through runsignup.com

Fall Fundraising

- Generate a fundraising campaign- Reference past examples such as calendars and activity books

Cleaning and Facility Maintenance

- Participate as a team member to complete the deep clean/pressure wash of the facility twice annually; assist other staff members to maintain the program room, conference room and storage areas in a clean and organized condition; maintain the tack room in a clean and organized manor; along with other staff members launder saddle pads and towels; along with other staff members maintain barn isles, grooming bays, arena walkway and stalls.

Salesforce

- Maintain records and update status' as necessary
- Routine Maintenance on backend of the system
- Update Tech Manual with any new workflows or improvements