



Job Title: Volunteer Coordinator

Reports to: Executive Director

Compensation / Benefits: Annual Salary with health benefits, workers compensation insurance, paid vacation/sick days, opportunities for on-going education and training

Work Schedule: Full-time, Exempt., some evenings and weekends

Introduction to Halleck Creek Ranch

Halleck Creek Ranch (HCR) is a special community of riders, donors, and volunteers that offers high- quality therapeutic horseback riding instruction to people with special needs from throughout the Bay Area. A pioneer in the field, HCR has operated since 1977 on a historic 60-acre ranch in the hills of West Marin.

Position Summary

The Volunteer Coordinator (VC) is responsible for ensuring there are sufficient volunteers to meet the needs of all program operations and basic ranch facility upkeep. The position is responsible for all aspects of the volunteer program including recruitment, training, data management, task management, scheduling, support, special events and recognition. The VC must have public speaking experience, and be able to easily discuss HCR's mission, programs, and services to the public. The VC shall have a proven commitment to individuals with special needs and knowledge of issues surrounding those with disabilities.

Qualifications

- Ability to read, write, and speak English
- Strong administrative skills and an ability to maintain records, as well as produce clear written and oral reports
- Excellent organizational skills
- Excellent communication skills, written and verbal
- Strong interpersonal skills: personable, outgoing, patient, professional
- A capacity to inspire and motivate others
- Self-starter with the ability to meet deadlines and goals with minimal supervision and direction
- Ability to manage multiple tasks simultaneously, remain calm and problem solve in stressful situations

- Computer proficiency – especially Microsoft Office Excel, Microsoft Office Word, email
- Familiarity with volunteer programs and best practices for recruitment and management
- Ability to supervise and delegate responsibilities
- Ability to train people in specific tasks
- Knowledge of good horse handling, horsemanship principles and practices
- Knowledge of therapeutic riding in general

Responsibilities

- Administration and Management
 - Develop, implement, and evaluate effective volunteer recruitment and retention strategies
 - Develop, implement, and evaluate internal volunteer policies and procedures including volunteer job descriptions
 - Develop and maintain systems to track volunteer status during recruitment and enrollment/training
 - Meet with department heads weekly to ensure understanding of their needs, development of appropriate volunteer opportunities, evaluation of current volunteer performance, and full utilization of volunteers
 - Enter and update volunteer records in our Etapestry database
 - Communicate and coordinate events and notices to volunteers via mail, email, phone, website, social media and bulletin board
 - Produce volunteer eNewsletter (Halleck Hoofbeats) with support from Program Director
 - Attend staff meetings as required
- Recruitment
 - Actively recruit volunteers through the use of HCR's website, other vendor sites, print media, community calendars, public speaking, and attendance at community events, including school out-reach events
 - Responsible for initial contact, distribution & collection of applications, tracking volunteer responses, maintaining volunteer files
 - Review incoming applications to assess skills, availability, and interest to find the right opportunity based on the applicant's and organization's needs
 - Schedule appropriate applicants for orientations, trainings
 - Encourage existing volunteers to return for the following term assuring a high volunteer return rate
 - Recruit volunteers from existing volunteer base and from the community to assist with special events
 - Network with other community organizations for volunteer recruitment
- Orientation and Training
 - Schedule, prepare and verbally deliver a concise orientation for new volunteers, including an overview and history of HCR, as well as the duties and responsibilities of a volunteer
 - Schedule and assist in the presentation of volunteer trainings
 - Serve as a liaison between volunteers and program staff; bring volunteers questions/concerns to the attention of program staff as appropriate
- Volunteer Scheduling, Retention, and Recognition

- Coordinate with the Program Director to schedule adequate numbers of effective volunteers to meet the needs of programming, office assistance, and facility maintenance
- Follow up with volunteers on a regular basis to offer them support, feedback and opportunities for growth
- Follow up with volunteers to ensure that they are aware of our expectation of their fulfillment of their commitment to our organization
- Assist the Program Director and instructor staff with development and scheduling of on-going education opportunities for volunteers
- Schedule and coordinate volunteer recognition event(s)
- Compose and submit written nominations for outstanding volunteers (ie. Heart of Marin awards, Marin IJ Volunteer of the Week, etc.)

- Fundraising
 - Support Executive Director with fundraising efforts, including marketing and coordination of donor development events
 - Develop volunteer committee to help procure gifts (both monetary and in-kind) for program and fundraising events
 - Develop and manage a volunteer team to help in efforts leading up to, during, and following fundraising events, such as the Buckles & Bling Annual Dinner and Auction

- Other
 - Must be able to assist Program Volunteers with grooming and tacking, as well as act as a Program Volunteer (lead horses, sidewalk riders) if and when requested to do so
 - Keep the Volunteer Club House organized and user friendly
 - Accomplish other duties and responsibilities as directed by the Executive Director

Application Process

Please email your resume and cover letter to msscannell@halleckcreekranch.org.