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## **Program and Client Manager Position Description**

**Reports to:** Executive Director

**Supervises:** Clients, volunteers, collaborates with other staff

**Employment Type:** Salaried

**Status:** Full-Time, Exempt

**Scheduled Hours:** 40 hours per week (may vary based on program and herd needs)

Chesapeake Therapeutic Riding, Inc. (CTR) is seeking a Program and Client Manager to join our dynamic team. This position will also be responsible for providing onsite support as a certified therapeutic riding instructor or instructor in training as required by the Professional Association of Therapeutic Horsemanship International (PATH). Reporting to the Executive Director, the Program/Client Manager will collaborate with other managers with the duties as required for: 1. the scheduling, coordination, and communication of programs; and 2. the scheduling of clients for lessons. On-the-job training will be provided, and previous experience in working with people with disabilities and diagnoses is desired.

Founded in 2003 and located in Street, Maryland, (Harford County), CTR is a non-profit organization and Premier Accredited Center of PATH International (PATH). CTR provides a fun, unique, and healing experience through our Adaptive Riding Program for children, adults, and veterans who live with disabilities and diagnoses. Through the kindness of benefactors, volunteers, and horses, CTR's riders and families find hope, growth, and compassion. Our mission is to encourage healing and celebrate life with individuals and groups whose minds, bodies and spirits will benefit from the transformative connection between people and horses. Our vision is to establish CTR as the premier equine-based, therapeutic healing and recreation center in the Mid-Atlantic region.

### **Responsibilities:**

- Communicate with staff and instructors regarding needs for lessons multiple times a week.
- Communicate with riders, families, and lesson participants on a regular basis about lesson schedules, cancellations, changes, etc.
- Collaborate on scheduling and managing an appropriate number of trained volunteers to assist in lessons; may include group projects not related to programming.
- Collaborate and participate in regularly scheduled, 2-hour Volunteer Orientations for new and prospective volunteers.
- Provide training and support for instructors-in-training and volunteers.
- Participate in attending trade shows and industry exhibitions on CTR's behalf for recruitment and community awareness.
- Be able to competently participate directly in lessons as a Certified Therapeutic Riding Instructor (CTRI) or Instructor-in-training on an as-needed basis.

- Participate in Instructor Workshops totaling a minimum 20 hours biannually for CTRIs to maintain PATH certification compliance.
- Monitor and report on client participation and hours for billing and census purposes.
- Work with the Executive Director to plan and implement new and ongoing programs.
- Contact potential new participants and conduct rider intake meetings; onboard new participants.
- Maintain all rider paperwork to stay in compliance with PATH.
- Work with the management staff to ensure that CTR follows all PATH Standards.
- Report any needs to the Executive Director.

Education: Bachelor's Degree preferred

Preferred Qualifications:

- Must be a PATH International Certified Therapeutic Riding Instructor or be in process of certification as an instructor in training.
- Experience in managing volunteers and working with people who live with disabilities and diagnoses. Must possess strong leadership, client relationships and solid organizational skills.
- High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; high degree of initiative and problem-solving skills.
- Prior experience in horseback riding lesson instruction is desired.
- Must be able to demonstrate proficiency in horse care and behavior.
- Strong verbal and written communications skills
- Able to use Microsoft Office, especially Word and Excel
- Demonstrated ability to think proactively and thorough understanding of CTR's horse care procedures.

Requirements:

- The work week is comprised of lessons mainly Monday through Friday during different times of the day (morning, afternoon, evening), depending on the day. Scheduled programming occurs approximately 24 weeks out of the year with special programming during the off months; weekend work may occur; requires flexibility: days, evenings, weekends, and holiday hours. The candidate may have to adjust their schedule based on the organization's needs. This is not a typical Monday-Friday, 9am-5pm job.

Salary Range: \$50,000 to 55,000 per year

Benefits: Health/Dental/Vision insurance may be part of the compensation package.

In addition to the specific duties and responsibilities of this job, it is the responsibility of every employee to comply with CTR's Mission & Values statements, customer service guidelines, and all other policies approved by the Board of Directors. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

The above job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. The Executive Director reserves the right to change, modify, delete, and supplement job duties based on the organization's needs.

Chesapeake Therapeutic Riding is an Equal Opportunity Employer.