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## **Program Director Position Description**

**Reports to:** Executive Director

**Supervises:** Staff, Volunteers

**Employment Type:** Salaried

**Status:** Full-Time, Exempt

**Scheduled Hours:** 40 hours per week; workload varies

### **Position Summary**

The Program Director is responsible for the successful leadership and management of the programming conducted by the organization. The Program Director reports directly to the Executive Director and is responsible for implementing the overall mission and vision of the organization. The Program Director oversees the educational and recreational aspects of the program and is responsible for all program activities including development of new programs, budgeting, managing of staff and volunteers, herd and facility management, and the client relationship.

### **Responsibilities**

1. Reports to the Executive Director, maintains open and timely communication, and discloses the conditions, operations, and needs of the organization
2. Plans, develops, implements, manages, and evaluates all aspects of program management including day-to-day delivery of services to maintain or improve quality
3. Oversees the planning, implementation, execution and evaluation of special activities
4. Teaches/mentors a minimum of 3 therapeutic riding lessons per week and ensures replacements for instructor absences
5. Facilitates all aspects of the client relationship, including outreach, intake, and services
6. Provides direct oversight of all staff including, recruitment, orientation, training, communication, scheduling, evaluation, recognition, and retention. Facilitates hiring and termination of staff as directed by the Executive Director.
7. Facilitates all aspects of the volunteer relationship including recruitment, orientation, training, communication, scheduling, evaluation, recognition, and retention
8. Ensures program quality through development of learning opportunities for paid and volunteer staff, instructors in training, therapists, and interns
9. Develops and implements appropriate guidelines for clients, staff, volunteers, instructors and therapists; Identifies and evaluates risks to the organization's resources and implements measures to control risk
10. Collaborates with the team on oversight of herd management including acquisition, daily/routine care, and retirement, maintains standards of care, develops relationships with equine trainers, instructors, veterinarians, and health care practitioners, and coordinates support services as needed
11. Collaborates with the team on oversight of facility management including stables, paddocks, arenas, and grounds
12. Provides direct oversight for the safety and security of the facility, including training on safety protocols
13. Ensures compliance with all applicable laws, rules, regulations, standards, and accreditation; Serves as PATH International Center Representative and ensures compliance in relation to PATH International standards
14. Manages annual program, equine, facility, and volunteer budgets
15. As directed by the Executive Director, may assist with the maintenance of Quickbooks, may process invoices and perform other administrative duties to ensure compliance with organization's fiscal policies and internal controls
16. Assists the Executive Director in implementing public relations strategies to build awareness of CTR and its services within the community

17. Assists the Executive Director in ensuring the sustainability of the organization, including financial (grant writing and fundraising), physical, and personnel resources including staff and volunteers
18. Ensures outstanding service as demonstrated by meeting and exceeding PATH standards, reflected in stakeholder satisfaction

**Required Skills/Abilities:**

1. PATH International Certified Registered Instructor, required
2. Thorough knowledge of PATH International standards and strong commitment to ensuring all CTR staff and volunteers adhere to them
3. Thorough and comprehensive knowledge of disabilities and equine-assisted activities and therapies
4. Excellent knowledge of horsemanship and ability to teach others, required
5. PATH International Mentor, preferred
6. Degree in equine related field, preferred
7. Strong knowledge of operations and activities associated with CTR, preferred
8. Extensive professional experience in leadership roles with demonstrated experience in program development and management, project management, and financial, physical, and personnel resource management including both paid and volunteer staff
9. Demonstrated ability to assess community needs and develop, plan, implement new services or effectively modify existing services to meet these needs
10. Strong interpersonal and communication skills and the ability to foster positive, productive relationships among staff, volunteers, instructors, riders and their families
11. Strong analytical, problem-solving, organizational, and computer skills
12. Strong professional reputation and record of integrity, sound judgment and respect for established ethical standards
13. Ability to obtain and maintain a favorable criminal background report

**Work Environment:**

1. Work requires occasional physical effort in handling of materials, up to 50 pounds, in strenuous work environment.
2. Environment includes moderate noises
3. Requires sitting and use of computer and keyboard for extended periods of time
4. Requires standing and walking for extended periods of time
5. Clarity of vision at 20 inches or less;
6. Precise hand-eye coordination with the ability to judge distance and space relationships;
7. Ability to travel is required.
8. Ability to work day, evening, weekend and holiday hours, required

**Salary Range:** \$50,000 to \$65,000

Primary work schedule consists of weekday shifts and routinely requires evening and weekend hours, including holidays. This is not a typical 9:00 a.m. to 5:00 p.m./Monday to Friday position.

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 accommodations 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.