



## **THERAPEUTIC RIDING ASSOCIATION OF OTTAWA-CARLETON**

6362 Bank Street, Unit 1

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Website : <https://ottawatherapeuticriding.ca>

Facebook: [www.facebook.com/TROttRiding/](https://www.facebook.com/TROttRiding/)

Instagram: [www.instagram.com/trott\\_riding/?hl=en](https://www.instagram.com/trott_riding/?hl=en)

### **VOLUNTEER CO-ORDINATOR (PART-TIME)**

The Therapeutic Riding Association of Ottawa-Carleton ("TROtt") is looking for a part-time Volunteer Co-ordinator to ensure TROtt has enough volunteers daily to fulfill its service mission, while creating a stellar experience for our volunteers.

#### **Duties:**

Volunteers are essential for TROtt to deliver a high quality service for our participants. We currently have roughly 150 regular volunteers filling close to 200 timeslots per week (and growing). The Volunteer Co-ordinator is responsible for recruitment, training, scheduling, recognition, supporting programming and administration. Specific duties include:

- Recruit volunteers through a variety of strategies
- Manage daily cancellations and substitutes
- Monitor the main phone line
- Prepare volunteer schedule at start of each session, in consultation with other staff
- Revise and maintain volunteer schedule during sessions
- Manage the use of the Wranglr Volunteer Management software, support volunteers and staff in its use, and serve as the liaison with the vendor
- Organize and deliver volunteer orientation and training with the riding instructors
- Maintain volunteer records in appropriate software and provide documentation of volunteer hours or other required forms as needed
- Obtain, record and update Police Record Checks for all volunteers and exercise riders
- Develop and implement volunteer recognition and appreciation activities, and identify ways to ensure individual volunteers have opportunities to participate in ways they find satisfying
- Organize development opportunities for volunteers
- Ensure volunteers are given appropriate training to be successful in their positions
- Schedule and organize visiting volunteer groups
- Develop, administer, and review policies and procedures which guide the volunteer program
- Conduct ongoing evaluation of the volunteer program and implement improvements as necessary
- Assist with program delivery including stepping in as a side-walker or horse-handler as needed, and helping with group events and special events
- Other duties as assigned

**Requirements:**

- Excellent people skills
- Extremely well organized and efficient
- Excellent oral and written communication skills
- Demonstrated team player but with an ability to work effectively independently
- Ability to be flexible in the work schedule to accommodate the needs of the position (including a mix of daytime, evening and weekend work)
- Availability to monitor cancellations seven days per week
- Demonstrated problem solving skills
- Demonstrated time management skills
- Good computer literacy
- Level 3 Criminal Records & Judicial Matters Check (CRJM)

**Assets in order of priority:**

- Education or experience related to supporting people with diverse disabilities
- Good skills in MS Office Suite (incl. Sharepoint, Planner) and the Google Suite
- Experience with volunteer management software
- Experience in outreach
- Experience as a side-walker or horse-handler
- Knowledge of and comfort with horses

**Terms of Employment:**

- 14 hours per week on a flexible schedule to be negotiated
- \$18.20 per hour

**How to Apply:**

- Please send your resume to [exec\\_dir@ottawatherapeuticriding.ca](mailto:exec_dir@ottawatherapeuticriding.ca)
- Deadline to apply is Nov. 29, 2024 at 5 p.m.

The Therapeutic Riding Association of Ottawa-Carleton is an equal opportunity employer. Applications from members of equity-seeking groups are encouraged.