



Intake Coordinator & Clerical Assistant / Office Manager

ABOUT US: Hold Your Horses is a nonprofit organization dedicated to providing therapeutic and restorative services. Our mission is to cultivate healing with the wisdom of animals and nature. Situated on a picturesque 69-acre farm in Greenfield, MN, we offer a peaceful and supportive environment where clients can connect with our equine partners and experienced therapists to achieve their therapeutic goals.

POSITION OVERVIEW: Hold Your Horses is seeking a compassionate and detail-oriented Intake Coordinator or Office Manager to join our team. This position will serve as the initial point of contact for individuals seeking therapy services, guiding them through the intake process, assessing their needs, and coordinating their transition into our programs. This position requires excellent communication skills, empathy, and the ability to effectively manage client information in a confidential manner. The position will also include outreach duties including volunteer coordination and donor relations.

REPORTS TO: Operations Director and works in close collaboration with Clinic Manager.

RESPONSIBILITIES:

1. Scheduling and Coordination:

- Manage daily operations of phones, emails, and schedules and all internal and external communications
- Schedule therapy sessions and appointments for new and existing clients, ensuring efficient use of resources and timely access to services
- Maintain a client waitlist
- Manage and maintain organizational calendars including client, staff, and volunteer schedules
- Communicate with the team when client and staff schedule changes occur

2. Documentation and Recordkeeping:

- Manage clinic electronic health records system (Jane App), including entering new clients, sending intake paperwork and ensuring completion, and trouble-shooting technical issues
- Ensure compliance with confidentiality policies and regulations (HIPAA), safeguarding sensitive client information
- Prepare reports and summaries of client activities for internal use and reporting purposes
- Manage data entry for Hennepin County program, including weekly client attendance reports, tracking program outcome measures, and maintaining referral waitlist



3. Client Support and Advocacy:

- Provide information and support to clients and their families, addressing questions, concerns, and requests for assistance
- Advocate for clients' needs and preferences within the organization, ensuring that their voices are heard and respected
- Collaborate with community resources and service providers to connect clients with additional support services as needed
- Track client participation in the sliding fee program

4. Volunteer Coordination:

- Promptly respond to volunteer inquiries and application forms
- Match volunteers with appropriate roles based on their skills, interests, and availability
- Schedule volunteers for shifts and events, ensuring adequate coverage and adherence to organizational needs
- Collaborate across team to support volunteer recruitment, training, management, and recognition and retention
- Maintain accurate records of volunteer information, hours worked, and contributions

5. Donor Development & Stewardship :

- Utilize fundraising software (e.g. Eleo) to manage donor data, gift processing, and reporting
- Ensure donor records are accurately maintained and updated with relevant information.
- Generate regular reports and analysis to track fundraising progress and donor engagement metrics
- Draft compelling donor communications, including thank-you letters, newsletters, and updates, to acknowledge contributions and demonstrate impact.
- Ensure timely and personalized acknowledgment of donations and recognition of donors' support
- Support the planning, coordination, and execution of fundraising events, including galas, auctions, and donor receptions
- Assist in soliciting sponsorships, donations, and in-kind contributions for events
- Provide on-site support during events, including registration, guest assistance, and managing event materials

6. Miscellaneous office management tasks including monitoring, ordering, and restocking supplies, light cleaning duties

HOLD YOUR HORSES

QUALIFICATIONS

- Bachelor's degree in social work, psychology, counseling, or a related field (or equivalent combination of education and experience).
- Previous experience in client intake, customer service, or a related role, preferably in a healthcare or social services setting.
- Knowledge of mental health and disability services.
- Strong communication and interpersonal skills, with the ability to engage effectively with individuals from diverse backgrounds.
- Excellent organizational skills and attention to detail, with the ability to manage multiple tasks and priorities simultaneously.
- Proficiency in computer applications, including spreadsheets and word processing tools (Hold Your Horses uses G-Suite).
- Collaborative team player.
- Empathy, patience, and skillfulness cultivating a compassionate environment.
- Commitment to diversity, equity, and inclusion.

PREFERRED QUALIFICATIONS

- Understands and has training in participating in a trauma-responsive organization
- Experience working in a nonprofit and/or therapy clinic setting
- Experience working in a farm setting
- Experience working with mental health therapists and occupational therapists
- Experience with program development

HYH FULL-TEAM EXPECTATIONS

- Maintains regular communication with their supervisor to provide ongoing feedback and suggestions to continually improve all operations
- Stays up to date and follows all HYH policies and procedures
- Participate in all-staff meetings (monthly on Thursday at 8 am) and clinical consultation meetings when appropriate
- Communicates any equine injuries, illness, or unusual behavior to Equine or Farm Manager
- Participates in HYH team meetings and special events, as available
- Willingness to fill in for barn chores if/when needed
- Provides coverage for staff vacations and illness, as able with cross-training

LOCATION: Onsite at Hold Your Horses in Greenfield, MN. (Potential for future work from home/remote work when the organization has infrastructure to support answering phone calls from an offsite location.)



COMPENSATION & BENEFITS

The starting salary for this position is \$20-\$24 per hour depending on experience and starting role and responsibilities. Hold Your Horses provides accrued paid time-off, regular professional development, cross-training opportunities to participate in direct service, and access to 69-acres of natural space, and connection with our herd and animals. Hold Your Horses is also a qualified employer under the Public Student Loan Forgiveness Program.

HOURS: 30-35 hours/week

TO APPLY: Please submit a resume (or LinkedIn profile), cover letter, and three professional references to Operations Director Kenz Becco at kenz@holdyourhorses.org. In your cover letter, please highlight your relevant experience, commitment to diversity, and interest in our mission. The position will be opened until filled. Initial application deadline is May 28th, 2024.

Hold Your Horses is an equal opportunity employer committed to diversity and inclusion in the workplace. We encourage individuals of all backgrounds to apply.