



Volunteer & Referrals Coordinator

About CORRAL

CORRAL is a faith-motivated nonprofit that equips adolescent girls in high-risk situations through a long-term, holistic program of equine therapy and education to prepare each girl and her community with skills, resources, and opportunities so that she can gain access to a bright future.

CORRAL Core Values

- Faith & Choice
- Relationships-First & Community
- High Expectations & Accountability
- Safety & Risk-taking
- Innovation & Grit
- Grace & Learning

CORRAL is committed to creating a diverse environment and is proud to be an equal opportunity employer. Diversity is more than a commitment at CORRAL—it is the foundation of what we do. We are fully focused on equity and justice. All qualified applicants are encouraged to apply.

Job Brief:

This role will support both CORRAL's Raleigh and Kildaire Farm Campuses to manage our most important resources, our champions and our girls. This manager will ensure a successful digital journey for volunteers to connect with our mission and girls referred to connect with our programs

The CORRAL team is big on collaboration, so you must have an ability to demonstrate positive team interactions with other staff members. As a Manager, you will manage interns, committees, and volunteers to ensure the timely completion of all related projects.

Contrastly, CORRAL is a passionate and innovative work-place where we get things done. The successful candidate is a dynamic and driven professional who doesn't mind wearing a lot of hats and thrives working independently with minimal supervision. The key to both of these areas is the aptitude to understand and discern the difference between the two and know when to effectively implement teamwork and independent work to be successful in the role.

We are looking for a candidate who possesses a high level of professionalism and strong business and interpersonal skills. This role also handles a wide range of administrative and executive support related tasks that support champion management for two locations (Raleigh and Cary). Must be well organized, flexible and enjoy the administrative challenges of supporting an office of diverse departments.

Responsibilities

Volunteer Manager - (25 hours per week)

Managing our Volunteer Program

- Serves as the primary point of contact for all requests to volunteer/collaborate including, telephone, voice mail, email, and written requests, and ensure a timely response.
- Responsible for the implementation of our Volunteer Program policies and procedures. Management of our database is a requirement for the position.
- Conducts monthly volunteer orientations to guide new volunteers through orientation and a training process to being connected to a team.
- Collaborates with the Marketing Manager and Community Relations Manager for support on champion communication.
- Develops and maintains strong, positive relationships with corporate partners ensuring that mutually-agreed upon expectations are being met.
- Coordinates volunteer needs with managers and organizational needs and sets plans in order to communicate this information to the volunteers.
- Oversees a volunteer or intern to manage the volunteer administration.
- Participates and/or leads volunteer team meetings as appropriate to maintain consistency among volunteer teams. Including leading transportation volunteers to ensure CORRAL participants are present and on time for sessions and grows transportation team members as champions for the cause
- Manages the champion profiles, volunteer hours and accuracy in Salesfore.com (hereafter, "CRM"). Ensures compliance with volunteer policies, procedures, position descriptions, standards of conduct and, where applicable, criminal background checks, necessary reference checks, and other pertinent documentation for volunteers depending on their role. Also oversees handling of duplicate record processes.
- Collaborate with the Community Relations Manager to support and execute special community events, farm onsite and offsite events like Community Volunteer workdays, entry-level events and/or tours, community vendor tables, etc. for fundraising, champion building and community engagement. Also responsible for follow-up after entry-Level events to help volunteers get plugged into "the CORRAL cause" utilizing CRM.
- Manages the 'Thank You Notes' process for volunteering, donations, etc.
- Develops and provides to management monthly and annual reports on all individual and group volunteer activities to include number of volunteers, number of hours, and in-kind contribution value of service.

Referral Coordinator (9 hours a week)

Manages Referrals made to the organization

- Leads referral process
 - Ensures that Join The Herd participants and referral sources receive adequate communication and follow-up prior to intake
 - Cultivates and maintains relationships with CORRAL's key referral sources including court counselors, school social workers, partner organizations, and CPS
- Manages Participant Intake, termination, and file compliance for Join the Herd
 - Inputs all data into NC Allies and SF for outcome measures and monitoring
 - Ensures that all participant paper files are up to date and complete in order to meet any and all grant compliance
- Acts as a point of contact for referring agencies

- Assists programming staff with data collection

Manages referral out from CORRAL to other organizations

- Establish and maintain relationships with Community Partners for the purposes of serving CORRAL's girls and their families
- Support Programming Team members in connecting families or girls in need with available resources and services.
- Maintain CORRAL's Community Resource Database updated.
- Create brand awareness for CORRAL with peer-organizations and strategic partners. Act as liaison in meetings and other spaces about CORRAL's mission, programs, outcomes, and population.
- Supports program-related Strategic Partnerships
- Responsible for implementing communication structure and processes that increase caretakers and families buy-in from Join The Herd to Riding Academy. Trains and collaborates with other key roles in the organization in the success of this strategy.

General Admin Support (6 hours per week)

Overseeing general office operation and compliance

- Supports the Corporate team: maintaining schedule, responding to emails, screening phone calls, initiating projects, administrative needs and attending weekly Corporate Team meetings.
- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved and that clerical functions are properly assigned and monitored.
- Oversees adherence to office policies and procedures as established in CORRAL's P&Ps.
- Ensures filing systems are maintained and current. Producing reports, composing correspondence, and drafting new contracts. Ensures accuracy of employee files and documents, both digital and physical.
- Organizes and schedules appointments and meetings and manages office calendars.
- Purchases office supplies and equipment and maintains proper inventory.
- Greets visitors, answering incoming phone calls and processing mail daily.
- Reconciles program receipts each month
- Supports grantor (city & state) monthly reports
- Supports other financial duties as assigned (Load pex cards, scout grants, etc)
- Assists in setting up for events and programs.
- Supports Director of Finances and Operations in ensuring regulatory compliance for external partners (USDA Lender, IRS, audit, taxes, grant makers, etc.) and financial procedures.

Alumni Network (as needed)

Supporting our alumni stay connected to CORRAL

- Organizes annual alumni get-together @ Gala event
- Provides communication to create connections with our alumni
- Conducts the annual alumni survey with a commitment to statistical fidelity

Key Performance Indicators

The Numbers That Count: note: these numbers change annually to allow for growth of the organization.

Volunteer Management:

- Champion Retention: Implementing effective strategies for CORRAL to reach a baseline retention rate of 65% from prior year.
- Champions Giving: Convert more than 35% of volunteers to donors
- P-Level Event Conversions: at least 50% of leads convert to champions
- Volunteer Orientation Conversions: at least 50% of volunteers that attend the
- Ensure the overall health of the organization's volunteer management for all teams overall
 - 10% of volunteers are S-Level
 - 35% of volunteers are E-Level
- Supports CORRAL's diversity goal for volunteers will mirror Wake County's demographics profile:
 - 59% White
 - 14% Black
 - 9% Latino

Referral Management:

- Meet annual goals for Total # of girls served in JTH
- Manage Total of girls on waitlist (is this too high or too low- you are a gatekeeper to resources)
- Ensure that the average Join The Herd Risk Score >12
- Ensure Join The Herd program participant files are complete (including signed ISPs) and filed in either Neuse River OR Kildaire Farm office under locked key
- Ensure that more than 40% of JTH girls are court involved (annually) and 70% of JTH girls from priority referral partners (annually)
- Meets compliance targets for follow-up communication with referral sources and families/guardians
- Ensure that 95% of participant profiles are 90% complete

Skills

Requirements:

- A bachelor degree or equivalent experience
- Personal commitment to and knowledge of diversity, inclusion and racial equity for people of color and marginalized communities with a solid commitment to ensuring diversity within the CORRAL's volunteer force. Knowledge is a plus. Commitment is a must!
- Personal qualities of integrity, credibility, and dedication to the mission of CORRAL.
- Experience using Salesforce or similar CRM
- Two or more years of experience in office administration and/or management
- High proficiency in Google Suites platform including, but not limited to email, sheets, slides, docs, drive etc. Knowledge of Microsoft Suites is transferable.
- Relates well with all types of people, attentive and active listener; patience to hear others out and build rapport with dignity and tact.
- Excellent written and verbal communication skills, including public speaking/presentation skills along with interpersonal communications.
- Ability to work effectively in a deadline-driven, multi-priority environment.
- Effective time management skills and appropriate resource management.
- Strong attention to detail.

Preferred:

- 2 years experience in people management
- Bilingual (Spanish)
- Experience in Nonprofit sector
- Sales experience and acumen

The Behaviors That Count:

- Consistently displaying CORRAL's core values
- Developing proficiency with the job description within one year
- Completing quarterly rocks assigned
- Meeting Key Performance Indicators

Terms of Employment: Full Time Salaried Position. Typical hours fall within Monday-Friday 9:00am - 5:00pm and 8:00 a.m. - 1:00 p.m. One or Two Saturdays per month for volunteer or entry-Level events and/or special events. Some evening hours are required for volunteer team meetings, typically once or twice per month.

Salary Range: \$45,000 - \$55,000

Benefits: CORRAL offers a flexible paid-time-off policy which includes vacation, personal, and sick leave. Paid-time-off will accrue annually (starting at the beginning of our fiscal year (July 1st) at the rate of 20 paid days off per year. CORRAL Riding Academy also observes and offers 11 paid holidays throughout the calendar year.

Additionally, CORRAL offers health, eye and dental benefits with partial employer contribution. You will have the opportunity to elect into these health care benefits after a required waiting period (60 days).

To Apply: To apply, send your resume and cover letter to jobs@corralriding.org. Applications will be accepted and reviewed on an ongoing basis until the right candidate is selected.

Employment with CORRAL will be on an at-will basis, which means you and the company are free to terminate the employment relationship at any time for any reason. Your performance will be evaluated after 30 days of employment, again at 60 days and then at the end of 90 days.

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