

Equine Services Director

Classification: Full Time/Exempt

Pay Scale: Salary

Reports to: Executive Director

Date: December 2023

JOB DESCRIPTION

Summary/Objective

The Equine Services Director is responsible for the health and well-being of the Hearts & Horses therapy services herd caring for up to 42 equines housed in 2 barns and numerous paddocks on a 23-acre ranch.

A strong team player, strategic thinker and manager of equine staff, the Equine Services Director also works closely with other staff members and volunteers to ensure that all equines at Hearts & Horses receive the best possible care in order to support the programs and mission of Hearts & Horses.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Department Operational Management and Oversight: Manages all operations including internal processes/procedures, acquisitions, expenditures and staffing needs to ensure alignment with Hearts & Horses Mission and Strategic Goals.

1. Supervises the staff members of the Equine Team including:
 - a. Approval of time sheets, leave requests and last-minute emergency absences due to illness, personal emergencies.
 - b. Responsible for Equine Team chore schedule and assignments, including scheduling for vacation and sick time coverage.
 - c. Provides backup coverage as needed for unplanned staff absences.
 - d. Review of employee performance in fulfilling their responsibilities through training, support, direction, performance reviews, and/or disciplinary action.
 - e. Prepares and conducts Annual Performance Evaluations for equine staff.
2. Identifies and champions opportunities for volunteers to add valued efficiencies, in collaboration with the Director of People & Culture. Provides coaching to volunteers who work with the Equine Team.
3. Manages and ensures adherence of equine staff and assigned volunteers to all established operation and safety protocols.
4. Handles equine staff or volunteer issues relative to safety, interpersonal conflicts, and dismissals in conjunction with the Director of People & Culture.
5. Tracks and manages the use of all equine funds in a cost-effective manner.
6. Oversees all equine assignments for all classes, including any substitutions as needed.
7. Collaborates with Facilities Director on property issues impacting safety or security, including arranging for simple repairs when the Facilities Director is not available.
8. Represents the Equine Department perspective and needs as necessary/requested in meetings, such as Staff, Instructor, Strategic and Equine Team meetings.

9. Maintains and seeks out industry information/feedback/connections in EAS to ensure H&H opportunities to efficiencies and learnings. This may include attendance at conferences as requested, participation/involvement in seminars, forums and on-going communications with other EAS centers.

Supervision of Equine Care

1. Supervises and develops internal processes to efficiently track and manage equine health.
 - a. Assists, as needed, with emergency care for sick or injured horses, including documentation of care given in Salesforce.
 - b. Reviews/updates annual Equine Specific Emergency Plan with Barn Manager.
 - c. Coordinates with the Executive Director to acquire and/or order tack needed for the program.
2. Monitors documentation of all equine care and health records in Salesforce. Assists with monitoring weekly equine usage, including monitoring the Horse Use Chart to ensure its accuracy.
3. Prepares monthly reports on pertinent equine updates and operational and staffing changes/improvements relative to goals.
4. Ensures timely updates to equine information in Salesforce for instructors, including sending regular notifications to instructors with relevant equine information.
5. Communicates with owners of leased equines on all health and welfare topics outside of routine care (communicated by Barn Manager): Those topics include any/all emergency care, chronic health issues, special treatments/veterinary care used, invoices/billing back of outside services. This position will also be the primary point for incoming calls from owners relative to leased equine.

Overall Forecasting and Development

1. Collaborates with the H&H Executive Director to develop the annual FY equine budget including feed & supplements, veterinary, farrier, bedding, tack & equipment expenses and facilities upgrades/improvements.
2. Updates Equine Strategic Plan to forecast equine intakes and retirements in the midterm (6-12 months) and longer term (12-24 months) based on the strategic needs of the program.
3. Manages communications and documentation regarding new equine acquisitions including regular communication with equine owners, completion of all paperwork for trial equines prior to arrival, all lease equine paperwork updated and documented in Salesforce.
4. Develops and communicates Projected Equine Units for each session with input from Equine services staff. Is the primary liaison between all departments relative to unit projections with detailed data relative to mounted, groundwork, volunteer training and rider instruction units available.
5. Manages dismissal/rehoming of program equines; inspects and recommends new homes and updates documentation in Salesforce.
6. Provides regular updates on State of Equine, including:
 - a. Recommendations on potential equines to move from initial screening to on-property trial
 - b. Status and progression of the trial equines with projections for trial to program transition
 - c. Recommendations for dismissal/re-homing of identified program equine, based on ability and health, as well as new homes.

Other

1. Flexible schedule in order to assist with equine emergencies; with the ability to fill in for equine staff who are ill or on vacation, observe weekend and evening classes, etc.

2. Ensures all PATH Intl. Standards for Equine Management and Care are being adhered to by staff and volunteers. Ensures that all volunteers and staff follow equine handling procedures.
3. Attends meetings as necessary, including Staff, Instructor, Equine Team, Strategic and Facilities Committee meetings.
4. Collaborates with Program Director to complete PATH Accreditation every 5 years.
5. Perform other duties as assigned.

Competencies

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| 1. Collaboration skills. | 6. Problem solving/Analysis |
| 2. Communication proficiency | 7. Time management |
| 3. Decision making | 8. Leadership skills |
| 4. Initiative | 9. Forecasting/budgeting |
| 5. Equine management/husbandry | 10. Technology skills |

Supervisory Responsibility

1. Responsible for the supervision of the Equine Team and assigned Volunteers. Ensures they follow established operation and safety protocols.
2. Ensures the performance of subordinates in fulfilling their responsibilities through training, support, direction, annual performance reviews, disciplinary action, and/or personally fulfilling their responsibilities when necessary.

Work Environment

While performing the duties of this job, the Equine Services Director may be exposed to airborne particles, moving mechanical parts and unpredictable equine behaviors. The Equine Services Director is also frequently exposed to a variety of extreme weather conditions on facility grounds to include wind, rain, hail, snow, and high heat index.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. This position is also very physically active and requires the following:

Standing (holding equines for farrier/vet, etc.), **walking** (equines back & forth between barns, arenas, pastures & turn-out, etc.), **jogging** (equines for lameness evaluation, etc.), **bending/kneeling/stooping/crouching** (cleaning hooves, equine veterinary care of feet/legs/abdomen), **pushing and pulling** (stall doors open/closed, etc.), **lifting** (able to frequently lift or move items up to 50 pounds for items such as hay, grain, saddles, mounting blocks, etc.), **climbing** (onto ranch equipment such as the back of a pickup truck, UTV, etc.) - with strong **balance** to handle all of these duties safely.

Specific **vision** abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus

Use of hands and fingers is required for carrying equipment & tack, opening/closing latches and gates, administering medications, feeding, buckling/unbuckling halters, holding reins, etc.

Riding, which would entail **climbing** (into saddle, etc.), **lifting** (saddle onto horse, etc.), **balance** to ride appropriately and safely, and **use of hands** (to hold reins, etc.).

Position Type and Expected Hours of Work

This is a full-time, 40 hours per week position. Evenings, weekends and holidays may be required as part of this position.

Required Education and Experience

1. 5 years supervisory experience with employees or volunteers.
2. 10 years equine experience
3. Strong technology experience, including MS Office suite, Google technology and data entry skills, Salesforce Databases.
4. Strategic thinker with the ability to manage tactical implementation.
5. Ability to balance short-term project deliverables with long-term strategic goal achievement and progress.
6. Ability to empower and motivate team members to deliver on agreed-upon performance metrics.
7. Excellent organization and time-management skills, including ability to balance multiple and sometimes competing priorities

Preferred Education and Experience

1. PATH TRI or CTRI certification or Advanced Instructor Certification.
2. 5+ years' experience in equine training, operating a barn and equine care and health management, and/or evaluating lameness and back soreness.
3. Experience in any capacity with special needs populations (youth, adults, seniors)
4. Certified Horsemanship Association Certification in Equine Facility Management
5. Experience operating a tractor, utility vehicle and power tools is highly desirable.

Additional Eligibility Qualifications

Current Government issued driver's license.

EEO Statement

Hearts & Horses, Inc. provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Executive Director _____ Date _____

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____