

Discovery Horse – Office Coordinator

WHO ARE WE?

Discovery Horse is a behavioral health and mental wellness agency situated on a 15-acre therapeutic farm in Fort Ripley, Minnesota. The staff at Discovery Horse offers NeuroRelational Coaching™ in a multidisciplinary approach in working with children and families in crisis. At Discovery Horse, we model operating an organization based on healthy relating principles from the bottom-up – we encourage the personal work that provides a solid foundation to providing services in a healthy, authentic way – without self-sacrifice and the resulting burn out that is so common in our fields.

OUR MISSION:

Our mission is to create an environment where anyone can come to new understandings about themselves, practice new ways of being, and carry the value of connection and their own wisdom forward into their everyday lives. We value safety, authenticity, collaboration, and trust as means toward intentional relationship building. We have a vision where we believe in a world where every being feels belonging, feels security, and feels a strong sense of self - so that no matter what is going on around them, each can hear their own wisdom.

WHO ARE YOU?

Connected, passionate and motivated. Driven, with an entrepreneurial spirit. Resourceful, innovative, forward thinking and committed. At Discovery Horse, LLC, our people embrace these qualities, so if this sounds like you then please read on!

WHAT THIS ROLE WILL DO

The Office Coordinator is an integral part of the Discovery Horse team. The Office Coordinator is the coordinating resource for the administrative functions of Discovery Horse LLC including office administration, scheduling, client experience and the coordination of client transportation . The Office Coordinator at Discovery Horse coordinates the key ancillary services for clients so that while at Discovery Horse, they can safely build connections with our providers. The Office Coordinator at Discovery Horse, LLC is responsible to anticipate and prioritize activities to ensure a safe and connected client experience. The Office Coordinator must communicate effectively with staff and be able to work within the confines of Discovery Horses' busy client schedule.

At Discovery Horse, LLC, we are committed to creating a work environment where all employees are trained in and apply the principles of secure attachment in all relationships.

General Responsibilities



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- Maintains and encourages principles of secure attachment in all relationships.
- Responsible to participate and contribute to a trusted and connected administrative team that cares for Discovery Horse, LLC.
- Daily considers client calendar, weather, seasonal responsibilities, and daily tasks when planning and prioritizing tasks for self.
- Acts as the first point of contact for office and administrative inquiries such as fielding client, contractor, sales calls.
- Ensures mail and deliveries are opened and given to appropriate staff members daily.
- Completes other duties as assigned.

Office Responsibilities:

- The Office Coordinator supports the coordination of the successful onboarding of new employees in coordination with the Hiring Manager.
 - Serves as the point of contact for New Hire Onboarding.
 - Securing electronic equipment and setting it up, setting up office spaces etc so that new hires are welcomed appropriately to Discovery Horse.
 - Trains new hires on the Employee Hub and training requirements for their position.
- The Office Coordinator ensure the point of contact on cross-department projects such as;
 - Farm / Property Projects that may take place in client spaces to ensure that the client experience is not interrupted.
- Responsible for the oversight and coordination of all hospitality service at Discovery Horse to include:
 - Client Group Events
 - Workshops and Retreats
 - General hospitality for clients
 - Ensures that client and staff spaces are clean and tidy throughout the day and that client areas are stocked with appropriate refreshments, session tools and other items necessary to encourage felt safety.
 - Takes regular inventory of client tools, including inventorying games to ensure all pieces are there.
- Responsible for the oversight and coordination of all Client Experience
 - Offers clients and visitors a warm welcome, ensures that the provider is ready for and available to see clients etc.
 - Learning client preferences in order to nurture those preferences and celebrate milestones while also connecting through difficulties.
 - Recognizes birthdays, condolences, celebration
 - Anticipates needs of clients i.e.
 - Maintaining an environment that encourages nervous system safety to include predictability in the environment
 - Is the leader of the culture of community experience at Discovery Horse.
 - Proactively ensuring that the environment is cared for and that the physical space for staff and clients are designed for inclusion.
 - Includes making sure spaces are stocked with session related items
 - Anticipates stocking items that clients prefer, i.e. snacks, favorite blankets, toys etc



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- Coordinates the regular inventory and purchase of office supplies, client experience tools, hospitality items etc.
 - Runs errands when appropriate to ensure events and supplies are stocked appropriately.
- Participates in Case Consult and proactively coordinates client experience and cross-department projects related to client experience.
- This position will in person work with hours that range from standard business hours to evening and/or weekend hours
- Willingness to provide direct support services when needed.
- Completes other duties as assigned.

SAFETY SENSITIVE POSITION

This position is deemed as a “Safety Sensitive Position.” Company employees occupying a position considered “Safety Sensitive” under Minnesota law, in which, in the opinion of management, impairment caused by drug, cannabis, or alcohol usage would threaten the health of safety of any other person may be subject to testing on a random selection basis, at the discretion of management or based on the requirements of a client.

PREFERRED QUALIFICATIONS

- Education:
 - High School Diploma or equivalent required.
- Experience: 3+ years of experience as an office administrator or executive assistant in the medical, mental health, human services, or legal field.
- Competencies: Decision Quality, Action Oriented, Optimizes Work Practices, Drives Results, Interpersonal Savvy, Builds Effective Teams, Organizational Savvy, Instills Trust, Demonstrates Self-Awareness, Manages Complexity, Communicates Effectively, Manages Ambiguity
- Physical Demands: Position requires considerable walking, climbing stairs, lifting and carrying 50+ lbs. and sitting.

EQUAL EMPLOYMENT OPPORTUNITY

We are passionate and committed to our people and go beyond the rhetoric of diversity and inclusion. You will be working in an inclusive environment and be encouraged to bring your whole self to work. We will do all that we can to help you successfully balance your work and homelife. As a growing business we will encourage you to develop your professional and personal aspirations, enjoy new experiences, and learn from the talented people you will be working with. It’s talent that matters to us and we encourage applications from people irrespective of their gender, race, sexual orientation, religion, age, disability status or caring responsibilities.



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Discovery Horse, LLC strongly supports equal employment opportunity for all applicants regardless of age (40 and over), ancestry, color, religious creed (including religious dress and grooming practices), family and medical care leave or the denial of family and medical care leave, mental or physical disability (including HIV and AIDS), marital status, domestic partner status, medical condition (including cancer and genetic characteristics), genetic information, military and veteran status, political affiliation, national origin (including language use restrictions), citizenship, race, sex (including pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, sexual orientation, or any other basis protected by applicable federal, state or local law, rule, ordinance or regulation.

We also afford equal employment opportunities to qualified individuals with a disability. For this reason, Discovery Horse, LLC will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant consistent with its legal obligations to do so, including reasonable accommodations related to pregnancy in accordance with applicable local, state and / or federal law. As part of its commitment to make reasonable accommodations, Discovery Horse, LLC also wishes to participate in a timely, good faith, interactive process with a disabled applicant to determine effective reasonable accommodations, if any, which can be made in response to a request for accommodations. Applicants are invited to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek. Any applicant who requires an accommodation in order to perform the essential functions of the job should contact Discovery Horse, LLC to request the opportunity to participate in a timely interactive process. Discovery Horse, LLC will also provide reasonable religious accommodations on a case-by-case basis.

