

Discovery Horse – Scheduling 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 Scheduling Coordinator is an integral part of the Discovery Horse team. The Scheduling Coordinator at Discovery Horse, LLC is responsible to plan and prioritize provider schedules with clients ensuring appropriate availability, service and rest in provider schedules. The Scheduling Coordinator serves as the liaison between clients and Discovery Horse and as such is encouraged to build relationships with clients as they schedule. The Scheduling Coordinator should create healthy boundaries that are appropriate for client engagement with scheduling. The Scheduling 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

- Maintains and encourages principles of secure attachment in all relationships.



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- 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 scheduling and transportation inquiries.
- Completes other duties as assigned.

Scheduling Responsibilities:

- Responsible for managing the schedule of all providers and transportation at Discovery Horse.
 - Manages complex guidelines and client boundaries and encourages client flexibility from a place of connection and regulation.
 - Acts as the system expert, is highly proficient in the scheduling software.
 - Pays extreme attention to details of the scheduling to ensure that clients, transportation providers and care providers are all well informed about client engagements.
 - Facilitate bulk scheduling on a quarterly basis.
 - Communicates clearly and directly with the Billing Coordinator to ensure that we are scheduling with the state limit in terms of available hours.
 - Coordinates with farm/property Coordinator about the animals regarding the client load for the day taking into consideration the safe animal interaction and ensuring the farm is prepared.
 - Document client communication with the highest level of detail
- The Scheduling Coordinator supports the coordination of practitioner schedules with all Discovery Horse Clients.
 - Schedule within the practitioner's schedule, taking into context what else is happening in the day, logistically on site and in the field. Takes into consideration the individual practitioners required billable hours with appropriate breaks for rest and documentation.
 - Ensures practitioner schedules are appropriately accommodating their caseload and required billable horse based on their role in the organization.
 - Responsible for communicating with the practitioners (direct service) to assess capacity. Raise the flag when billables are not being met or are overloaded for a practitioner.
- The Scheduling Coordinator ensures schedule changes are appropriately communicated with clients and staff.
 - Acts as the point of contact for all schedule changes.
 - Proactively fill cancellations and vacancies when a practitioner is available working directly with the practitioner to coordinate.
 - Ensures that when a client cancels, sessions are rebooked immediately for a new date/time.
 - Ensures that any scheduled transportation is adjusted to new appointment times.
 - Proactively, newly available openings are offered to other clients so that provider schedules remain full, coordinating with providers to fill schedules.
- Responsible for the scheduling of all transportation needs:
 - Ensures that client transportation is offered and scheduled as appropriate.



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- Will document the sit fee and/or cancellation fees for transportation specialists, adding to the timecard where appropriate.
- This position will in person work with hours that range from standard business hours to evening and/or weekend hours
- Completes other duties as assigned.

PREFERRED QUALIFICATIONS

- Education:
 - Associates in Business administration and or supply chain management
- Experience: 5+ Scheduling in a medical environment where responsible to manage a team of practitioners schedules
- Successful candidates will be highly organized, communicate professionally in written and verbal communication, have high attention to detail, ensure effective time management, and be a great collaborator.
- Competencies: Customer Focus, Manages Complexity, Strategic Mindset, Action Oriented, Resourcefulness, Plans and Aligns, Drives Results, Interpersonal Savvy, Values Differences, Organizational Savvy, Instills Trust, Demonstrates Self-awareness, Situational Adaptability
- 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.

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.



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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.

