



a seriousfun camp

Job Title:	Volunteer Coordinator
Location:	Mt. Gilead, Ohio
Job Class:	Full Time
Department	Camp Operations Team
Reports To:	Education & Admissions Manager

Position Overview:

The **Volunteer Coordinator** embodies the core value Welcome Home to lead the high impact volunteer experience at Flying Horse Farms. They are a vibrant and skilled facilitator with a passion for leadership development and outcome-based experiences. They are committed to the growth of people and lead passionately to achieve Flying Horse Farms' mission and goals and build a strong volunteer community.

This team member is dedicated to diversity, equity, and inclusion, and will work to create a place of belonging at camp for all. The Volunteer Coordinator will recruit, train, support, and lead teams of volunteers throughout the organization.

They believe in making lasting impact upon each stage of the volunteer experience, have a knack for managing the fine details of administrative processing, and love to organize data and information. They have a keen sense of safety and responsibility, and lead with integrity to role model camp's values for others. This team member thrives working independently and can jump into a variety of situations with confidence.

Above all, they feel connected to the organization's values. Be All In, Take Initiative, Be Trustworthy, and Have an Attitude of Optimism.

Department Overview:

The **Camp Operations Team** makes camp a reality by designing & implementing intentional outcomes-based programming that is adapted to meet the developmental, physical, psychosocial, and medical needs of our campers. The team ensures a safe environment through meticulous emergency and risk management planning. The camp operations team builds the camp community of adults needed to serve campers by recruiting, selecting, and supporting qualified volunteers and seasonal camp staff.

Responsibilities:

- Support the implementation of educational, corporate, and traditional volunteer programs aligning with the FHF Strategic Plan.
- Develop and implement quarterly engagement plans to recruit and place a dynamic and skilled community of volunteers, totaling ~800 volunteer positions annually.
- Thoughtfully consider the volunteer experience from start to finish and take initiative to place volunteers in roles that align with their talents and skillsets so they can thrive.
- Manage communication with volunteers, including monitoring the volunteer email inbox, ensuring all pre- and post-camp communication is sent, and leading post-session debrief meetings.
- Support the design and implementation of Volunteer Orientation, including leading in-person and virtual training sessions.
- Provide supervision and support to volunteers during all residential, family, and day camp programs.
- Review volunteer feedback to impact positive change and enhance the camp experience for all.
- Work with the Admissions Coordinator to diligently process volunteer background checks, collect paperwork, and complete volunteer interviews while adhering to compliance and risk requirements to ensure camper safety.
- Work with the Admissions Team to develop and maintain the application database.
- Organize and lead volunteer appreciation initiatives and events.
- Serve on the emergency staffing table to support in-camp operations.
- Live on-site during camp programming and maintain non-traditional working hours (evenings and weekends) with a flexible work schedule throughout the year.

Required Skills & Experience

- Meticulous systems-based organizational skills and attention to detail.
- Ability to work for extended periods of time on a computer.
- Ability to provide excellent customer service and demonstrate professionalism in phone and email communication.
- Manage tasks and workload in a fast-paced, deadline-driven role.

- Excellent written and oral communication skills.
- Experience working and proficiency in Microsoft Office applications.

Preferred Skills & Experience

- Experience leading professional development or training.
- Experience in social service/mental health/psychosocial setting.
- Experience in a residential camp setting.

Expectations & Requirements for all Flying Horse Farms Staff

We live our Values. We are each responsible for knowing our values:

- **We are All In.** To embody our Core Values of “*Campers First,*” and “*All Crew, No Passengers*” we are **All In** to demonstrate a dedication to FHF’s mission & vision, even when tasks or goals may be in our stretch zone or outside normal job responsibilities. This may include the reminder that “*Anyone Can Give*” means that in all we do, always, with all people, we represent FHF, and our camper families depend on us to share their stories and inspire as many people as possible to be part of making camp possible.
- **We have an Attitude of Optimism.** Our Core Value of “*Welcome Home,*” requires us to have an **Attitude of Optimism**. We accept ambiguity as an opportunity to solve problems and are hopeful our work and objectives will achieve successful outcomes. Having an Attitude of Optimism in how we approach our work means that we “*Celebrate Every Milestone*” when trying something new or different. There may not be a specific outcome met or achieved, but other opportunities present themselves, such as: learning experiences, new skills, thought processes, or communication styles.
- **We are Trustworthy.** To achieve our Core Value of “*Seeing the Best in Each Other,*” we must be **Trustworthy**. We build trust when we show up prepared, consistently deliver what is asked of us and what we say we will do, and then some. We take ownership of our work, and we are honest about where support is needed and how we offer it to each other. When this is demonstrated, “*With Trust Comes Relief*” is experienced by others. We foster the experience with abundant gratitude and applying our Core Value of “*A Simple Thank You Goes a Long Way*”.
- **We Take Initiative.** The Core Value of “*Fearless is Free*” invites a team member to **Take Initiative** to plan for what could happen, solve problems with innovation, and be attentive to details for successful outcomes. “*Giving Feels Good*” extends to how we offer our talents, our energy, and our care for the sake of the greater good of the mission.

One Barn:

At Flying Horse Farms, we believe in providing opportunity to engage and learn cross departmentally. To demonstrate this and underscore our operating core value of All In, every employee at FHF participates in organization-wide and/or cross departmental efforts. While included in all team member position responsibilities is the agreement of “other duties as assigned” or “not assigned,” we at FHF desire to be All In and agree to and partner on tasks, projects, and teamwork that support the operations and mission of the organization by completing tasks or assignments that may normally fall outside of your job description. Examples of this include but are not limited to fundraising, event assistance, program participation, facilities assistance work, “volunteering/working” for a camp session, and supporting alternative revenue efforts as appropriate. At FHF we fondly refer to this approach to All In as The One Barn.

Flying Horse Farms provides healing, transformative camp experiences for children with serious illnesses and their families - free of charge. Located on 200 acres in Mt. Gilead, Ohio, camp first opened its gates in 2010 and hosts about 900 children and families each year.

Flying Horse Farms is the first camp in the Midwest to become a full member of the SeriousFun Children’s Network. Founded by actor, philanthropist and Ohio native Paul Newman, the Network is a community of independently managed and financed camps and programs creating opportunities for children with serious illnesses and their families. The Network has evolved from one camp to a global community serving one million children and families across five continents.

The children who attend camp have illnesses including cancer, heart conditions, rheumatoid arthritis, blood disorders, asthma, gastrointestinal disorders, and facial anomalies.

At Flying Horse Farms, for a weekend or week at a time, being sick takes a backseat to being a kid. And fun is priority number one. Campers participate in activities like swimming, boating, fishing, archery, high ropes and arts and crafts.

Campers receive first-rate care at our on-site health center, staffed 24/7 by medical professionals from children's hospitals across Ohio and beyond.

Flying Horse Farms is an ACA-Accredited Camp with the American Camp Association.