

Job Description

Title:	Regional Adoptions Facilitators
Directorate:	Rehoming & Fostering Services
Responsible to:	Assistant Manager – Off-site Services
Grade:	4.1

Main purpose of the job

As the Regional Adoptions Facilitator, you will work with the centre-based Adoptions Coordinators to support the delivery of the Blue Cross strategy by providing an efficient service. This service coordinates the adoption of horses from home direct services. You will lead the post adoption service within your region which is for horses on loan from centres, home direct or foster services. After a successful loan period ownership is transferred. This is a critical part of the whole rehoming process as it is vital that the Adoptions services are delivered quickly, so we can reduce the time horses remain in our care, clearing workspace for our team members to help the next horse.

You will be responsible for borrowers (people with horses on loan) within your regional area, and you will carry out initial home checks and home visits in person and virtually to support horses in their loan homes and to ensure standards of welfare are adhered to and any problems are resolved swiftly. You will work with the Rehabilitation, Trainer and Behaviour Advisor (RTBA) to follow up on any challenging horse behaviour in order to keep horses in the home where possible. You will work with borrowers so that ownership of horses on loan is able to be transferred as efficiently as possible whilst following Blue Cross guidelines.

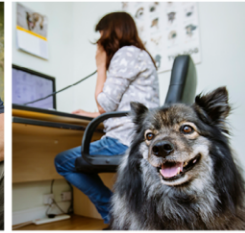
Working with the Adoptions Coordinators you will facilitate home direct rehoming's within your regional area. This will require you to make key decisions regarding matching and suitability of horse and owner partnerships, based on your knowledge of potential adopters and the horses available for adoption. You will also identify horses and people that may need extra support after adoption, delivering prioritized and bespoke support.

You will work with the Assistant Manager – Off-site and the volunteer coordinator to recruit a network of volunteers (to include a regional volunteer manager) for home direct assessments and home checks in line with Blue Cross expansion plans. You will then work with that manager to coordinate visits and home direct appointments when needed. This will also include cross charity working – working with charities that we have partnerships with for home direct.

While delivering robust rehoming services are important to us, so is the client experience so you will need to ensure that every interaction with our clients is excellent, whilst also covering all the information we need to match, adopt horses, and keep them in new loving homes. At Blue Cross we are ambitious, and the work carried out by this role is critical in achieving our strategy and ensuring that ultimately, we help more horses.

Key responsibilities

- Ensuring the adoption process is thorough via home direct, follows internal guidelines and efficiently moves assessed horses to new homes as quickly as possible.
- Ensuring the post adoption process is thorough, efficiently moving horses that have completed a successful loan scheme into borrowers' ownership swiftly.
- Working with the Adoptions Coordinators to actively manage the matching and adoption of home direct horses to homes, taking into consideration all behavioural, medical, and practical details to ensure the horse, is at the heart of this process, armed with all key info you will be making the final decision with the adoptions coordinators on whether a match should be pursued and organising any post adoption support. Working with the Assistant Manager – Off-site and the Volunteer Coordinator to recruit a network of volunteers.

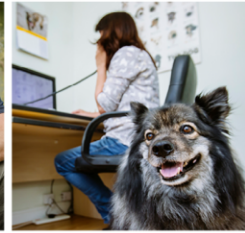


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- Actively managing the Initial home visits for horses going on loan taking into consideration all behavioural, medical, and practical details to ensure the horse, is at the heart of this process, armed with all key info you will be making the final decision with the Adoptions Coordinators on whether a match should be pursued and organising any post adoption support.
- Day to day coordination of volunteers within your regional area.
- Maintain a close working relationship with other Regional Adoptions Facilitators.
- Be the first point of contact for borrowers.
- Working in collaboration with other Adoptions and Admissions Coordinators to ensure we adopt a network approach throughout each stage of the rehoming process, enabling us to take timely action for horses with potential homes waiting.
- Building and maintaining relationships with potential adopters who are waiting for horses through Home direct, taking into account individual needs and the amount of time our customers have been waiting for a horse.
- Ensure the highest standards of customer care are delivered to all clients, presenting a professional and friendly approach, both face to face and on the phone/video calls/emails.
- Work in conjunction, and build trust and rapport, with the Adoptions Preparation team and the Foster Yard Coordinators to ensure any additional information gleaned from day-to-day care at a site or in foster is included in the matching process, carrying out any practical or virtual discussions of horse attributes and training requirements if necessary and that a high-quality handover of a horse is planned providing an excellent experience for the adopter.
- Work closely with the Admissions Coordinators and Assistant Managers on a local and national basis, to understand the potential new intake of horses, horses in assessment and use this information to proactively consider which adopters / existing borrowers could be a good match for these.
- Take a proactive approach to avoid horses having to return to centres by carrying out Home to Home rehoming where possible.
- Actively reduce the time taken to rehome a horse by ensuring the post adoption process is thorough, but as streamlined and efficient as possible, always upholding the needs of horses and people, allowing us to help more horses.
- Liaise with external charities, foster yards and colleagues organising logistics to transport horses across the network.
- Work with external charities for home direct.
- Maintain knowledge required for the role, keeping up to date with Blue Cross processes and procedures and approach to client service, ensuring your approach is consistent with the national services.
- Where necessary, work closely with subject matter experts, drawing on their expertise to feed into key decisions regarding the adoption of a horse.
- Ensure procedures are in line and consistent across Blue Cross and always uphold horse welfare standards.
- Work closely with the Assistant Manager - Client Services to ensure client-based targets are met, eg promotor score, conversion of queries into successful adoptions, feedback on the customer journey, using this information to improve own skills and approach.
- Signpost clients who are unable to adopt or may have missed out on horses to other options for companionship.
- Work with local Blue Cross centres to promote home direct and volunteer opportunities.

Other duties and responsibilities

- Coach, and mentor volunteers to develop their knowledge and skills involved in the adoption of horses.
- As directed by the line manager, input into contingency plans, applying these in times of crisis management



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- Participate in a range of meetings and working groups to contribute towards national continuous improvements.
- Assisting with euthanasia decisions and the procedure of euthanising horses at a borrower's location.
- Working closely with fundraising and marketing teams to provide success stories for use in Blue Cross publications and media.
- Deal with complaints about the post adoption of horses, escalating these to your line manager when these relate to issues effecting safety, client complaints or reputation.
- This role participates in the out of hours rota where ad hoc covering for holidays or vacancies may be required.
- Be alert to safeguarding issues within the team and our clients and understand your role in raising safeguarding concerns
- Work with volunteers in various capacities, ensuring employees and volunteers work together as one team.
- Promote Blue Cross pragmatic approach to rehoming horses with a variety of stakeholders.

The person

You will be an excellent communicator and have experience of working in a client facing role in a similar, horse related environment. You will have good knowledge of horse welfare and riding as this is required to ensure the adoption process is successful. In addition, you will be able to quickly assimilate information, be competent at accurately recording information while also conducting conversations with clients and stakeholders.

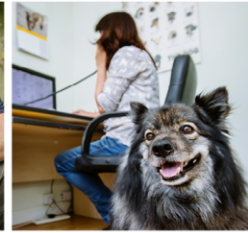
You will have a client focused approach and be able to make decisions when under pressure and, at times, without input from others. You will be able to challenge any risk averse or subjective information, using evidence based and success orientated decisions. Consistency of approach is really important, you should be able to follow set processes and be willing to trial new ways of working, giving, and receiving feedback on this and having an agile mindset so you can quickly adapt to changes. You will also be driven to improve the welfare of horses, ensuring that new homes and the matching process uphold these standards.

Communication and interpersonal skills are critical to this role. You will always be expected to be highly professional yet approachable and be able to address difficult and sometimes highly emotive situations. You will remain calm and focused when under pressure in potentially confrontational and complex circumstances, be open minded and adaptable, and able to communicate appropriately with people at every level, be they customers or colleagues.

You will have the experience and skills to assess the level of support required by individual horses and borrowers and possess the expertise to identify any underlying issues. With a supportive and encouraging manner, you will be able to work with borrowers to overcome any problems whilst maintaining the high standards of welfare expected.

Being trustworthy and conscientious the successful candidate will have a proactive and enthusiastic approach to their own work and that of Blue Cross.

You will have a problem-solving mindset which allows you to pragmatically look for solutions to issues. In addition, you need to prioritise, especially when it comes to making decisions on the adoption of horses and ensure you adopt a high attention to detail.



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You will know what it is like to work in an emotionally charged environment and have excellent 'bounce back ability' and resilience. In addition, you will be emotionally intelligent, showing empathy and knowing how to support clients and colleagues.

You will be highly motivated, flexible and dependable, dedicated to providing an exceptional service to Blue Cross horses and customers. You will demonstrate excellent organisational skills and be able to effectively manage your own workload, as well as work as part of a team.

This is a home-based post with extensive travel. The nature of the post will require the coordinator to demonstrate considerable flexibility in arranging their work schedule and time allocation. This will include some weekend and evening work. Due to the nature of the charity's work, it may be necessary to exceed these hours when the workload demands. The Regional Adoptions Facilitator will be required to use their own car in carrying out their duties and will be reimbursed for business mileage as appropriate.

Essential qualifications, skills, and experience

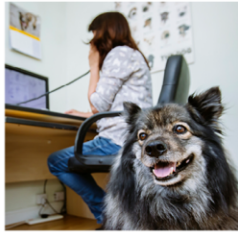
- Demonstrable understanding and experience of matching considerations for horses and homes.
- Full driving licence with access to their own vehicle
- Minimum BHS Stage 4 or acceptable equivalent qualifications or experience
- First class knowledge and practical experience in the care and management of a range of horses and their environment, their needs and conditions
- Proven practical experience of the assessment of horses, riders and their environments
- Experience of assessing riders and analysing ridden horse behaviour
- Practical knowledge of horse behaviour and training
- Excellent communication skills with experience of building relationships and rapport with customers.
- Experience of working with the public with the proven ability to deal with people in a variety of circumstances
- Significant experience in delivering high level customer service in a fast paced and often emotional environment.
- Good IT skills and experience of using a variety of computer packages
- Excellent administration and organisational skills
- Good questioning skills with the ability to gather information and distil the important points.
- Proven decision-making ability.
- The ability to demonstrate, understanding and apply our Blue Cross values.

Desirable qualifications, skills, and experience

- Experience working with volunteers.
- Client relationship management experience.
- Understanding of safeguarding issues

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.

Our values



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Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you