



Higher Ground Sun Valley Job Description

Position Title	Alumni Coordinator
FLSA Status	Non-Exempt
Reports To	Participant Manager
Compensation	\$30-\$35 an hour DOE; Full-Time

Higher Ground, Inc. (HG) is a 501(c) 3 organization that provides innovative sports and Recreational Therapy programming to enhance the quality of life for our injured veteran and first responder community and our local population of children, teens, and adults with disabilities.

The mission of Higher Ground (HG) is to enhance quality of life through therapeutic recreation and education. The HG veteran and first responder program implements Recreational Therapy treatment modalities to assist in alleviating symptoms and conditions associated with TBI, PTSD, MST, and poly-trauma. Our approach to intervention seeks to promote community reintegration, self-efficacy, emotional regulation, leisure education, skill progression, and trauma informed care.

The Alumni Coordinator works on an interdisciplinary team responsible for facilitating and supporting all aspects of the Higher Ground Veteran and First Responder Program serving veterans and first responders throughout the United States. The Alumni Coordinator operates under the direct supervision of the Participant Manager of Veteran and First Responder Programs. Principal responsibility is maintaining contact with all veterans and first responders and their supporters who have attended Higher Ground's veteran and first responder programs.

Core Responsibilities and Duties

Specified: (Makes up on average around 60-70% of work time):

- Conduct follow up program for participants who have attended a Higher Ground program and track those interactions in Salesforce
 - Initiate email or phone call check ins at 3 months, 6 months, 1 year, 2 years and 3 years after attending for all past participants
 - Check in on Plan of Action goals participants set on programs
 - As needed, provided resources to support participants
- Complete Recreation Enhancement Fund (REF) purchases and track those purchases in Salesforce.
- Implement Veteran Impact Survey at 3 months, 6 months, and 1 year.
- Support the Community Resiliency Unit program by
 - Connecting alumni to upcoming events
 - Support outreach and recruitment efforts for CRU events

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- Respond to ongoing participant questions/concerns
- Provide monthly reports to the Director of Veteran and First Responder Programs on the status of follow up efforts, REF purchases, Veteran Impact Surveys sent out and response rates and other areas as requested for Higher Ground overall.
- Build and update Veteran and First Responder website page of upcoming events

General: (Makes up on average around 30-40% of work time)

- Facilitate initial contact/intake questionnaire of veterans and first responders interested in attending HG veteran and first responder programs as requested by the participant manager.
- As needed, support the participant manager in collecting and managing participant information, including DD214s, attendance agreements, liability waivers and media releases, relationship status changes, ADA needs, service dog.
- Support backend Salesforce and SharePoint management to support program organization
- Enhance the Therapeutic Recreation efforts in the intake and follow up process.
- Attend biweekly all staff meetings and biweekly team meetings
- Inform team of all pertinent information related to alumni.
- Support development efforts by regularly updating staff about status of alumni, sharing success stories, quotes, pictures of REF purchases, etc.
- Turn in in-kind donations and receipts as needed.
- Assist with the planning and implementation of weeklong therapeutic recreation retreats for veterans and first responders and their significant others.

Preferred Skills/Abilities:

- Self-direction and self-starter
- Passion for serving the veteran and first responder population
- Structure/organizational skills
- Database management
- Computer/technical skills
- Strong interpersonal and communication skills
- Customer service
- People management
- Teamwork
- Flexibility/adaptability
- Problem solving/reasoning
- Time management

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- Program development/coordination
- Multicultural sensitivity/awareness

Key Interfaces:

- Participant Manager
- Director of Veteran and First Responder Programs
- HG Veteran and First Responder Program Team
- Participants

Geographic Information:

- Blaine County, ID preferred, remote work considered
- Some travel required: 2–4 weeks a year across the country to support periodic programming and staff requirements.

Contact Info: To apply for this position, please submit a cover letter, resume, and three references to:

Alaina Wilson Director of Veteran Programs

PO Box 6791

Ketchum, Idaho 83340

Office: 208-726-9298 ext 110

Cell: 208-721-3163

Email: alaina@highergroundusa.org

***Submissions without a cover letter will not be considered**

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