



Animal Shelter Management Certificate

Society's relationship to pets continues to evolve.

Most people consider their pets to be beloved family members and expect their local animal shelter to work diligently to save the lives of the dogs and cats that enter the facility. This program will provide the knowledge you need to assume or enhance a management or leadership role at an animal shelter or rescue group.



You'll learn how to maximize the lifesaving potential through program management, community engagement, and shelter operations while at the same time prepare for or enrich an exciting career. Courses include live sessions with a variety of experts in the field of rescue and sheltering.

Who will benefit from this program?

- Professionals seeking a career in something personally fulfilling
- New shelter directors
- Shelter directors or managers wishing to improve their live-release rate
- People in animal welfare who wish to advance into management
- Board members of animal shelters
- Those wanting to earn Continuing Education Units (CEUs) or AAWA/CAWA CE credits

Three Courses Include

Shelter Leadership

Effective leadership is the foundation of a thriving organization. Designed for current and aspiring leaders, this course provides insights to help you guide your organizations with clarity, purpose, and impact. You will explore the essential elements of shelter leadership, cultivate your leadership style, strengthen your ability to build and lead a strong team, create a positive culture, and understand the importance of strategic planning to shape your organization's future.

- Organizational Structure and Governance
- Shelter Mission and Philosophy
- Analysis, Data, and Decision-Making
- Shelter Administration
- Leadership Style and Competencies
- Building Teams and Culture
- Leading Teams to Achieve Results
- Strategic Planning for the Future

Shelter Operations

Quality animal care and efficient processes are essential to a shelter's success and lifesaving mission. Designed for shelter professionals and leaders, this course provides the knowledge and skills to ensure exceptional care for animals and develop effective adoption programs, all while delivering excellent customer service for your community. You will explore animal care and enrichment for both cats and dogs, understand core principles of shelter medicine and clinic operations, and be provided with an essential understanding of animal health considerations to make appropriate decisions.

- Customer Service Fundamentals for Shelters
- Animal Care Fundamentals and Animal Flow
- Cat - Enrichment and Care Strategies
- Dog - Enrichment and Care Strategies
- Effective Adoption Programs
- Shelter Medicine
- Clinic Operations
- Animal Handling and Humane Euthanasia

External Shelter Initiatives

Development, including fundraising, marketing and outreach, are essential to the success and long-term sustainability of any organization. This course, designed for shelter professionals and leaders, will give you the skills needed to help your organization grow and succeed. You will also explore ways to engage your community, communicate effectively with the public and the local media, build strong partnerships and develop volunteer and outreach programs that provide essential services, and support your lifesaving mission.

- Development Fundamentals
- Fundraising Strategies I
- Fundraising Strategies II
- Marketing and Promotion Fundamentals
- Media Relations and Social Media Strategies
- Volunteer and Foster Program Development
- Public Programs and Services
- Community Partnerships and Engagement