



Position Description

POSITION: Animal Care Canine Specialist

REPORTS TO: Senior Animal Care Manager or designate

SUPERVISES: No direct reports

The Humane Society of Kitchener Waterloo & Stratford Perth is a recognized Canadian leader in Animal Welfare. Our vision is to be a proactive leader in providing humane care through *education, advocacy, collaboration* and *enforcement* to promote the well-being and appreciation of all animals.

It is our goal to develop enhanced Canine Behaviour Modification Programs to increase the number of lives we can save. It is important to this project that accurate statistics are compiled.

The values that are the basis of this organization are that all animals deserve to be treated with respect, dignity, empathy and compassion. All animals have an intrinsic value in improving the quality of life of an individual, family and community. And, public education on the humane treatment of animals leads to a more civil society and a better world.

As a forward-thinking team player who is comfortable with a fast-paced, ever-changing but often stressful environment, the Animal Care Canine Specialist will openly take on the challenge of juggling multiple demands and will work collaboratively with others.

Responsibilities include best efforts to ensure the health, wellness and welfare of all animals in our care at all times, following strict cleaning and disinfection protocols, assisting other Animal Care staff, the Hospital staff, Animal Protection staff and volunteers as needed, offering exceptional customer service, and other assignments as required.

A general understanding of animal protection laws and animal welfare issues is important. The position requires a willingness to work a variety of shifts, including some evenings, weekends and statutory holidays. This position also requires travel to our Stratford office on weekly basis.

PRINCIPLE ACCOUNTABILITIES:

- Promote positive morale, creativity and teamwork amongst Staff and volunteers
- Provides follow up assistance to adopters to resolve issues
- Act as a liaison between community organizations, retailers, other shelters and the KWHS, to best achieve organizational goals of increased adoptions and canine behavior modification

- Work closely and correspond regularly with the Senior Animal Care Manager, and fellow team members regarding departmental needs and activity, providing relevant updates on a regular basis to the Senior Animal Care Manager.
- Responsible for overseeing the canine program and supporting staff within this canine program
- Coach, train and provide guidance to new staff and Volunteers
- Develop professional contacts and education resources to remain current with best practices, innovation and changes occurring within the Animal Welfare sector
- Develop and maintain strong and harmonious connections to colleagues in associate organizations i.e. community groups, retailers, humane societies and animal welfare groups
- Assist in animal care and handling of a variety of animals
- Regular and on-going cleaning and disinfecting of the facility including the atrium, other common areas, kennels, cages, food dishes etc.
- Provide animals with appropriate food, clean water and clean housing on an as needed basis
- Check stray animals for identification, including scanning for microchips, and recording any and all identifying factors including an estimate of animal breed and age as needed and reporting findings to Supervisor(s)
- Track and match lost pets with their owners
- Provide customer service regarding adoption, intake, complaints and animal behaviour as required
- Answer adoption inquiries concerning pet adoption procedures, pets available etc
- Change status of animals to available and ensure proper paperwork is included
- Ensure available animals have updated picture uploaded in their file
- Develop professional contacts and education resources to remain current with best practices, innovation and changes occurring within the Animal Welfare sector
- Ability to show unbiased decisions pertaining to adoptions, owner surrenders, return to home reclaims
- Assist the Foster Coordinator with placing animals into foster care and providing assistance with canines in foster care who may display behaviour concerns.
- Monitor Length of Stay and utilize Adoption Marketing Action Plan to ensure low length of stay number remains in effect
- Develop hands-on training and orientation for Canine Companions, and create related printed material, or visual aids
- Attend HSKWSP events, as well as third party events, to promote awareness of proper training techniques and behavior modification techniques, including developing display materials, and set up and take down of displays
- Enter related data into the Centre's computer database
- Perform Canine Behaviour Assessments on all dogs in care of HSKWSP that are over the age of 6 months, dogs taking part in any HSKWSP event and dogs needing to be surrendered by their owners
- Update and develop all Canine behaviour training materials
- Conduct Canine Behaviour presentations to staff, volunteers and members of the public
- Perform other duties as required to ensure a positive public image and to improve the function of this organization

POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position. The Full-Time Animal Care Canine Specialist must have the following skills, among others:

- Certified in a Professional Positive Reinforcement Dog Training Course that covered basic training, behaviour therapy as well as aggression therapy.
- Minimum of 3 years working experience with the handling of a wide variety of canine breeds.
- Preferred experience with the handling of other species
- Animal Welfare experience an asset, but not required
- Work involves sensory concentration where work requires knowledge, awareness and consideration of a number of impacting variables. Attention to detail is an asset.
- Ability to build and foster effective relationships with staff, volunteers, customers, partners, sponsors, community groups etc.
- Strong sense of teamwork and collaboration, with the ability to foster the same amongst others.
- Ability to communicate and listen thoroughly and able to tailor communication to adjust to the audience
- Interpersonal skills to deal with multiple and differing behaviours of fellow staff, volunteers, customers and other organizational contacts.
- Ability to interpret and analyze different factors as guides and precedents are limited. Leading collaboration may be necessary.
- Must treat animals humanely, with compassion and concern both on and off the job.
- Preferred knowledge in Animal Welfare practices relating to animal sheltering, adoptions and euthanasia.
- Ability to perform standardized work routines following moderately-detailed procedures.
- Be able to safely, confidently and without judgement, perform and interpret HSKWSP behaviour evaluations on all dogs in care of HSKWSP that are over the age of 6 months, dogs taking part in any HSKWSP event, dogs needing to be surrendered by their owners and other HSKWSP programs with the understanding that decisions may have a significant impact on the reputation of the organization
- Ability to plan and implement canine behaviour modification and other canine programs as required.
- Ability to function effectively under stressful and ambiguous circumstances and accept direction
- Ability to manage physical requirements of the position for extended periods of time (40% of workload) including: lifting and restraining of large animals, lifting of large bags of pet food and buckets, etc, standing positions for long periods of time etc, as well as general housekeeping duties
- Ability to function effectively under disagreeable environmental conditions such as cooler or warmer temperatures, odours, noise levels, interactions with unknown animals as well as challenging, interruptive circumstances and accept direction.
- Ability to extend normal hours of work to meet deadline and demands. May be on-call during which time there is a necessity to respond.
- Organizational skills in order to meet time demands and multiple duties.
- Ability to manage multiple and sometimes conflicting priorities and deliver timely results.

- Expected to work some evenings, weekends and statutory holidays to meet Centre requirements.
- Computer literacy – Microsoft Windows and Word, customized Humane Society programs and basic knowledge of typical office equipment.
- Hold valid Class “G” Ontario driver’s license.

The employee must demonstrate ability to work effectively with others (including co-workers, customers and others) by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.

WORKING CONDITIONS

- Risk of injury related to interactions with animals of no known history during behaviour evaluations or daily enrichment, slippery floors and working with toxic and corrosive cleaners.
- An emotional and stressful environment due to the nature of our work with animals who come to the Centre in various conditions (eg. some animals that have been abused, mistreated, neglected and/or that have behavioural issues, and/or are suffering from varying degrees of ill health).
- An emotional and stressful environment due to the necessary humane practice of euthanasia.
- A mix of climate controlled and outside temperature conditions.
- Areas with strong odours and high noise levels in regards to barking and other animal noises.
- Exposure to animal bites, scratches, infections and infectious diseases.

COMMITMENT:

- Full-time, 40 hours weekly
- Able to attend to work-related matters that occur after regularly scheduled work hours
- Demonstrate regular and consistent attendance and punctuality
- Must be able to work with a variety of animals and with materials used in animal care.