



POSITION DESCRIPTION

POSITION TITLE:	Facility Director – Veterinary
REPORTS TO:	CEO
SUPERVISES:	Veterinarians, Clinic Coordinators, Registered Veterinary Technicians (RVTs), Veterinary Assistants, Veterinary Outreach Coordinator

The Humane Society of Kitchener Waterloo & Stratford Perth is a recognized leader in animal welfare, operating shelters and programs that promote the responsible treatment of animals through education, collaboration, compliance, advocacy, and compassionate care. Guided by the belief that all animals deserve respect, dignity, empathy, and compassion, the Society recognizes the important role animals play in strengthening individuals, families, and communities.

Reporting to the Chief Executive Officer, the Facility Director is a senior leader responsible for the overall operation, safety, and effectiveness of The Humane Society's Veterinary facilities. Thriving in a fast-paced and dynamic environment, the Facility Director provides strategic and operational leadership to ensure facilities support high-quality animal care, staff and volunteer engagement, and the successful delivery of programs and services across all locations.

PRINCIPAL ACCOUNTABILITIES:

- Provide strategic leadership and oversight of all medical services and programs at the KWHS Animal Hospital and SPHS Clinic
- Develop, manage, and monitor departmental operating and capital budgets
- Lead the scheduling, supervision, coaching, and performance evaluation of medical team staff
- Oversee the health and well-being of all shelter animals, including the development, implementation, and evaluation of veterinary medical and surgical protocols
- Oversee and perform animal dentistry procedures ensuring adherence to best-practice standards, pain management protocols, and regulatory requirements
- Direct the administration of medical treatments and drugs, maintaining full accountability for the proper inventory, storage, and security of controlled substances in compliance with legislation and regulatory requirements
- Establish, maintain, and promote effective relationships with local veterinarians, veterinary hospitals, and external service providers to support and promote The Humane Society's work
- Manage relationships with suppliers and service partners, including drug companies, equipment service providers, and laboratories
- Coordinate and support continuing education initiatives for staff, volunteers, and the public

- Collaborate with the Director, Development and the Director, Marketing and Community Engagement to support opportunities for funding, grant, and development projects
- Work closely with the Senior Manager, Animal Care, to determine medical prognoses and appropriate treatment plans
- Provide veterinary services as required to meet operational and animal care needs
- Develop, update, and deliver training on medical treatment protocols for staff and volunteers
- Assist with investigations, including criminal investigations, by conducting examinations, preparing written reports, and providing testimony when required
- Oversee student placements, mentorships, and training for veterinary externship students in medicine and surgery
- The Facility Director, is responsible for all decisions relating to the Veterinarians Act, and other regulations per the College of Veterinarians of Ontario including:
 - Ensuring compliance with CVO regulations and maintains accredited designation as required for all The Humane Society medical and surgical operations in the KWHS Animal Hospital, Mobile and Satellite.
 - Exercising responsibility for decisions related to the quality, delivery, and promotion of professional veterinary services, as well as the health and welfare of animals under care, while recognizing that the Humane Society retains ultimate decision-making authority as the legal owner of the animals.

POSITION REQUIREMENTS:

The following outlines the general qualifications and competencies required to successfully perform the duties of the Facility Director:

- Hold a current license, in good standing and without restrictions, with the College of Veterinarians of Ontario (CVO)
- Must have a caring and compassionate veterinary philosophy, be proficient in both medicine and have strong surgery skills
- Demonstrated commitment to animal welfare and alignment with the Society's mission and values
- Proven ability to work independently with confidence while collaborating effectively within a team environment
- Strong leadership and interpersonal skills, with the ability to work respectfully and productively with staff, volunteers, contractors, and management
- Ability to manage multiple priorities, meet deadlines, and deliver timely results in a fast-paced and evolving environment
- Excellent organizational and problem-solving skills, with sound judgment and attention to detail
- Ability to function effectively under stressful or ambiguous circumstances
- Capacity to meet the physical requirements of the position for extended periods of time
- Strong communication skills, including the ability to share information constructively and keep others informed of progress, timelines, and issues

- Computer literacy, including proficiency with Microsoft Office applications and basic office and facility-related systems (PetPoint)
- Valid Ontario Class “G” driver’s license

WORKING CONDITIONS:

- An emotional and sometimes challenging environment, working with animals that arrive at the Centre in a range of conditions — including those who have been abused, neglected, mistreated, have behavioral challenges, or are experiencing various health issues.
- An emotional and challenging environment due to the necessary humane practice of euthanasia.
- A mix of climate controlled and outside temperature conditions.
- Areas with strong odors and high noise levels in regards to barking and other animal noises.
- Risk of exposure to animal bites, scratches, infections and infectious diseases.
- Intermittent physical activity including walking, standing, sitting, lifting and interacting with animals.

COMMITMENT:

- Responding to urgent facility-related matters outside regular business hours
- Travel to support both of our sites and programs in Kitchener and Stratford area is required.
- Regular work week with some evenings and weekends; must be able to attend meetings and events as needed.