



### Position Description

POSITION: Community Outreach Coordinator

REPORTS TO: Director, Marketing & Community Engagement

SUPERVISES: None

The Humane Society of Kitchener Waterloo Humane Society & Stratford-Perth (The Humane Society) is a recognized leader in Animal Welfare. Our mission is to be leaders in animal welfare in our communities focusing on the responsible treatment of animals through education, compliance, advocacy and care.

The Humane Society is looking for a strategic, flexible professional to join our team as a full-time Community Engagement Coordinator - Outreach, supporting our Human Animal Support Services (HASS) initiatives, community outreach and pet retention programs. Our organization is focused on supporting the human-animal bond including building relationships with our community members and extending resources to people with limited access to pet care services. The ideal candidate will have significant understanding of systemic issues that affect underserved populations, a commitment to serve the community, and desire to address racial and economic injustice.

#### Principle Accountabilities:

- Oversee and contribute to all aspects of HASS programs including relationship building, outreach, data collection, and transport to ensure meaningful, long-term sustainable impact;
- Oversee program to ensure it operates according to the HASS model, approach, and philosophy of increasing equity in access to resources;
- Conduct ongoing community outreach to pet owners in The Humane Society communities, with a focus of making available veterinary care, pet supplies and other services;
- Work in conjunction with other departments to refer community members or social support staff for programs and services;
- Work in conjunction with the Clinic team to organize and execute onsite and offsite clinic programs and services;
- Work in conjunction with the Clinic team to complete clinic follow-ups, book necessary appointments, complete paperwork and enter data into PetPoint;
- Manage the organization's Pet Pantry Program including sourcing food and supplies;

- Leads and organizes offsite events, as well as identifies community events to attend to reach targeted audiences;
- Cultivate strong relationships with local social service agencies or groups and programs in the community to further the HASS program impact;
- Support intake and animal service teams in creating, implementing and enhancing general pet owner support and surrender prevention efforts, like free pet food, low-cost vaccines and microchips, lost pet return-to-home efforts, and more;
- Work with intake and animal services teams to ensure understanding and implementation of intake diversion best practices, including developing policies and procedures and delivering relevant staff training;
- Work with the Marketing and Communications team to develop handouts, marketing materials, scripts and other talking points for communication with the public;
- Maintains contact list and works with marketing to complete email communications
- Ensure stellar customer service at all times when working with clients and stakeholders, both internal and external;
- Support training and education of volunteers, staff and general public on the HASS program elements;
- Supports the development team with sourcing donated stock/product for clinics/pet pantry, identifying potential corporate donors.
- Oversees volunteers related to outreach programs
- Administrative tasks as required;
- Perform other duties as assigned.

### **Job Qualifications and Skills**

- Diploma or Bachelor's degree (or relevant experience) in the field of animal welfare, social studies or social work.
- Experience providing and coordinating direct services to diverse audiences;
- Three years or equivalent animal sheltering, community outreach and/or social services experience;
- Significant understanding of systemic issues that affect underserved populations and commitment to serve the community;
- Willingness to work as a team and provide direct support in all areas of program;
- Self-motivation and ability to work successfully independently;
- Commitment to treat animals and people with respect and kindness;
- Ability to effectively communicate to a variety of audiences;
- Availability to work weekends and evenings as needed;
- Comfortable in large group settings and speaking with the public, as well as giving online and in-person presentations;
- Comfortable around animals including cats, dogs, small animals, pocket pets, birds, and reptiles.
- Knowledge of progressive humane animal diversion and intake philosophies and practices a plus;
- Completed trauma informed care training a plus;

- Must have a valid driver's license and access to a reliable vehicle.

In addition to the duties listed above, the Humane Society expects the following of each Full and Part Time staff member: adhere to The Humane Society policies and procedures; works in a safe manner; acts as a role model within and outside the Centre; seeks out opportunities for continuous professional development; performs duties as workload necessitates; maintains a positive and respectful attitude; communicates regularly with supervisor about department issues; demonstrates efficient time management and prioritizes workload; consistently reports to work on time prepared to perform duties of the position; meets department productivity standards; participates in The Humane Society events as needed or required; and, completes other duties as assigned.

WORKING CONDITIONS:

- Full-time, 40 hours weekly.
- Combination of office setting and outdoor field work, with associated exposure to weather conditions.
- Potential exposure to high noise levels, zoonotic diseases, and animal bites/scratches when handling animals.
- Must be able to lift over 50 pounds, up to 100 pounds with assistance.
- Potential exposure to sick, injured, and dangerous animals.
- Must be able to work evenings and weekends as needed.