



## **POSITION DESCRIPTION**

**POSITION TITLE:** Animal Care Supervisor

**REPORTS TO:** Senior Manager, Animal Care or Designate

**SUPERVISES:** Animal Care Staff

Under the direction of the Senior Manager, Animal Care, the Animal Care Supervisor is responsible for supervision of Animal Care staff, 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, keeping staff updated on protocols.

As a forward-thinking team player who is comfortable with a fast-paced, ever-changing but sometimes stressful environment, the Animal Care Supervisor will work collaboratively with others to ensure operational requirements are met — including effectively managing and balancing the multiple demands of the role.

A general understanding of animal protection laws and animal welfare issues is important.

### **PRINCIPAL ACCOUNTABILITIES:**

- Provide mentorship, guidance and supervision of Animal Care staff.
- Create and monitor Animal Care employee schedules
- Coordinate training for animal care staff, department volunteers, and co-op students.
- Work closely with the Community Outreach Coordinator, to provide information and updates about emergency boarding and reclaims.
- Develop professional contacts and education resources to remain current with best practices, innovation and changes occurring within the Animal Welfare sector
- Answer adoption inquiries concerning pet adoption procedures, pets available, etc. including assisting adoption returns.
- Check stray animals for identification, including scanning for microchips, and recording identifying factors including an estimate of animal breed and age as needed.
- Assist Animal Care staff in handling of a wide variety of animals, and providing animals with appropriate food and clean water on an as needed basis.
- Assist as need with regular and on-going cleaning and disinfecting of the facility including the atrium, other common areas, kennels, cages, food dishes etc.
- Manage Return to Field (RFT) and Barn Buddy program.

- Oversee high school coop program, including participating in interviews, meeting with teachers, doing assessments and daily oversight of students.
- Collect monthly statistical data, and create monthly departmental reports.

In addition to the duties listed above, the Humane Society expects all employees to adhere to The Humane Society policies and procedures; work in a safe manner; act as a role model within and outside the Centre; seek out opportunities for continuous professional development; perform duties as workload necessitates; maintain a positive and respectful attitude; communicate regularly with supervisor/manager about department issues; demonstrate efficient time management and prioritizes workload; report to work on time prepared to perform duties of the position; meet department productivity standards; participate in The Humane Society events as needed or required; and, complete other duties as assigned.

#### **POSITION REQUIREMENTS:**

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position.

- Post-secondary education in Animal Care or related discipline is preferred.
- At least one year of supervisory/management experience is preferred.
- Knowledge in Animal Welfare practices relating to animal sheltering, adoptions and euthanasia is preferred.
- 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.
- Interpersonal skills to deal with multiple and differing behaviours of fellow staff, customers and other organizational contacts.
- Must treat animals humanely, with compassion and concern both on and off the job.
- Preferred experience with the handling of a wide variety of animals
- Ability to plan and implement programs.
- 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. as well as scrubbing floors, cages, windows etc.
- Ability to function effectively under stressful and ambiguous circumstances and accept direction.
- Strong organizational and multitasking skills to manage multiple and sometimes conflicting priorities and deliver timely results.
- 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, volunteers, 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:**

- 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:**

- This role requires working in both the Kitchener and Stratford Centre locations as need to provide supervisory/management coverage.
- Regular work week with some weekends, evenings and holiday coverages will be required.
- Able to attend to work-related matters that occur after regularly scheduled work hours.
- Working with a variety of animals and with materials used in animal care.
- Regular and consistent attendance and punctuality.