



LARIMER HUMANESOCIETY

## Behavior Supervisor

<b>Job Title:</b>	Behavior Supervisor
<b>Department:</b>	Shelter – 02
<b>Job Classification:</b>	Full time; Hourly, Non-Exempt Position
<b>Job Relationships:</b>	Reports to Shelter Manager. Supervises Behavior Coordinators and associated volunteers. Working relationships include Shelter Supervisor, Animal Care and Client Services Supervisors, Foster and Transfer, Veterinary Services, Animal Protection and Control, the Volunteer and Humane Education Coordinator, the Supervisor and Management Team and other members of the Organization.
<b>General Purpose:</b>	The Behavior Supervisor, under the direction of the Shelter Manager, is primarily responsible for the supervision of the Behavior team. The team is responsible for ensuring animals are behaviorally assessed for adoption, foster care, transfer, behavior plans and more. Ensures enrichment needs of all Shelter animals are met. Designs, documents and/or implements behavior-related programs. The position supervises two (2) or more staff members and approximately 75 volunteers. This is a working supervisor position and includes performing the duties of direct reports routinely and in their absence. Serves as an internal animal behavior and training resource and as an external resource for our partners. The schedule for the position includes a weekend day with overtime as required.

### Essential Duties and Responsibilities:

#### **Staff Supervision**

- Supervises behavior staff and volunteers. Identifies and ensures appropriate training and development opportunities
- Responsible for understanding all functions and tasks within scope of responsibility
- Performs the duties of a Behavior Coordinator in their absence and as needed
- Serves as the primary escalation point for Behavior-related and routing decision questions and concerns
- Participates in employment issues including hiring, performance reviews, disciplinary actions, positive recognition, scheduling and more
- Assist Shelter Manager with monthly reports and data collection
- Serves as the Department Volunteer Supervisor (DVS) and attends associated meetings
- Responsible for training staff in approved safe work practices and personally models safe work practices
- Attends and participates in Shelter Team, DVS, Supervisor/Manager, Behavior LOFROPS and Safety Team meetings

#### **Behavior/Training/Enrichment**

- Develops, documents and implements behavior protocols under the direction of the Shelter Manager and in alignment with Shelter capabilities and philosophy. Monitors results
- Develops and conducts training programs (clicker, low stress, etc.) for staff
- Trains and supervises Behavior staff in the areas of behavior, enrichment, and behavior assessment procedures
- Trains and certifies staff on safe and proper animal handling. Evaluates and/or creates new training tools for staff and Behavior and Enrichment volunteers and implements as required
- Performs behavior assessments of domestic animals daily and recommends pathways including adoption, foster care, transfer to a placement partner, behavioral plans or euthanasia
- Regularly answers client inquiries and calls related to behavior
- Serves as a strategic member of committees and teams charged with the development and implementation of surrender prevention programs (house soiling diversion, etc.)
- Creates and implements animal enrichment and socialization plans, including play groups for dogs and cat socialization activities, to ensure the emotional needs of animals are met
- Monitors Shelter population and overall health and welfare of animals housed within the Shelter
- Advises Veterinary Services of animals requiring medical examinations or treatments; vaccinates animals as required

and assists with examinations and/or treatment as needed

- Responsible for Shelter behavior rounds
- Serves as a member of the euthanasia team and is regularly scheduled to perform euthanasia

#### **Policy/Procedures**

- Actively participates in the development of standard operating procedures in accordance with Organizational expectations

#### **Budgeting/Financial Management**

- Assists Shelter Manager with annual planning and budgeting

#### **Other Duties/Responsibilities:**

- Assists with animal placement (e.g., foster care, transfer to placement group, transfer into Larimer Humane Society)
- Community liaison responsibilities as assigned
- Assists Shelter Manager with Department operations as assigned and may assist with timekeeping duties
- Promotes adoptions and provides adoption counseling when needed.
- Schedules animals for spay/neuter surgery at Larimer Humane Society, CSU or contract veterinarian
- Behavior team serves as back up Foster & Transfer including completing transfer trips as needed
- Other duties as assigned

#### **Job Qualifications:**

**Education/Experience:** Minimum of an Associate's Degree in biology, animal behavior, animal husbandry, veterinary field or equivalent applicable professional work experience. Minimum of one (1) full year hands-on companion animal or training behavior assessment experience required. Animal enrichment experience highly desired. Proven experience with positive reinforcement training techniques required. Minimum of one (1) full year direct staff supervision or two (2) full years of volunteer supervision (including hiring, scheduling, training, managing performance and evaluation). One (1) full year of experience creating behavior protocols and creating and implementing behavior plans. Animal Behavior Association certification (CTC, CPDT-KA, KPA-CTP, ACAAB). Shelter affiliate status with the IAABC desired. Minimum of one (1) full year working with the public required. Previous experience training personnel or clients highly desired. Shelter experience preferred and Chameleon or other animal shelter software highly desired. Euthanasia experience a plus.

**Knowledge:** Knowledge of animal handling; knowledge of basic companion animal health care; knowledge of companion animal training and behavior modification methods (especially positive reinforcement training methods); knowledge of companion animal breeds and colors. Knowledge of common animal sheltering behavior assessment tools such as SAFER, Match-Up II, Assess-a-Pet programs or similar preferred.

**Skills:** Solid computing skills (Microsoft Office environment); effective written and verbal communication skills and excellent interpersonal communication skills; Public speaking skills; Strong organizational skills; Emotional intelligence, work ethics and integrity skills. Accurate record keeping skills required.

**Abilities:** Able to exercise good judgement when dealing with personnel, clients, animal and supervisory issues. Able to work with, and to see and hear, companion animals of all types including exotics; Effective record keeping abilities; Able to work independently and in a team setting; Able to remain calm and maintain composure in stressful and emotional work situations. Able to use sound judgment when dealing with confidential information; Able to multi-task and prioritize job duties and assignments in a busy and constantly changing work environment. Able to work a schedule that includes one assigned weekend day per week and able to work overtime as needed. Able to perform euthanasia. Ability to identify animal behavior visually and audibly. Ability to travel, including overnight, as required.

**Other:** Must be at least 21 years of age for insurance purposes; Valid Colorado Driver's License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards; Willing to perform euthanasia of animals and to become euthanasia and vaccination certified upon hire. Willing to be rabies vaccinated and have intermittent titer testing.

#### **Working Conditions:**

**Work Environment:** Most work is performed in normal shelter setting; Office space is shared. Potential for exposure to zoonotic diseases; Exposure to Shelter animals including dogs, cats, small mammals, reptiles, birds and barnyard animals. Potential for exposure to dangerous and fractious animals; Exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals; Exposure to cleaning products; Exposure to various weather conditions when working outside. Potential for exposure to clients showing a wide range of emotions including hostility.

**Physical Activities:** Must be able to lift and carry up to 50 pounds without assistance and heavier amounts with assistance. Potential for standing, walking and sitting for eight (8) or more hours a day; listening and verbally speaking on the telephone and in person; performing data entry; driving a vehicle on behalf of the Organization; kneeling, squatting, bending and jogging; walking dogs on a leash; performing physical examinations on animals; animal restraint; handling syringes and needles.

**Larimer Humane Society conducts criminal background checks and requires drug testing of all employment candidates.**