

Winnipeg Humane Society – Job Posting# 2021-2-6

Date: November 12, 2021
Position Title: Behaviour Programs Coordinator
Department: Behaviour
Reports To: Director, Behaviour
Classification: Union
Rate: \$14.43 - \$18.99
Hours: Full Time 40 hours per week; Some evenings & Weekends
Days/times of shifts may vary/change
Start Date: **ASAP**

Closing date for internal applicants: November 16, 2021

Position Summary:

The Behaviour Programs Coordinator assists with research, development and scheduling of training classes and workshops related to animal behaviour. The position is also tasked with leading / teaching classes to the public, to provide training for WHS staff, and to participate in community outreach initiatives. Additionally, the Behaviour Programs Coordinator is responsible to follow up with escalated Behaviour Helpline calls and Surrender Profiles submitted for relinquishment of pets for behaviour reasons.

Duties and Responsibilities:

1. Researches and develops innovative training approaches to keep pets out of the shelter and in their homes
2. Evaluates Training Class Instructors and Volunteers and assesses need for training
3. Schedules classes and private training, coordinates/trains instructors and volunteers
4. Teaches training classes and workshops
5. Attends training sessions as required for CEU's to maintain or increase Certifications
6. Coordinates responses and collects information regarding escalated calls for help and surrender (behaviour reasons) from the public and promotes training and interventions aimed at keeping pets in the home.
7. Responds promptly to telephone and email inquiries
8. Collects content for social media such as Facebook Live
Participates in out-of-shelter initiatives related to promoting safe communities and better human-animal interactions
9. Some evenings, weekends, and holidays required
10. Other duties reasonably assigned

Standards of Performance:

1. Keep the mission of the Winnipeg Humane Society at forefront during performance of duties when representing the Winnipeg Humane Society on or off site
2. Reliability, diligence, and responsibility in completion of job duties

3. Exemplary level of care provided for each animal, consistent with the Humane Society's policies and procedures
4. Effective communication with all departments, volunteers, and customers
5. Respect for animals, staff, and the public is maintained always, works well with diverse populations
6. Confidentiality maintained on all matters pertaining to the WHS

Accountability:

Directly accountable to the Director of Behaviour and must be able to take direction and work closely with the Director of Behaviour

Authority:

As needed to perform assigned duties and responsibilities within established policies and procedures

Interpersonal Relationships:

Daily involvement with other WHS Departments, volunteers, and customers. Relationships established with organizations outside the WHS as required to complete duties and responsibilities

Exemplifies Winnipeg Humane Society's Core Values:

- We are and always will be humane
- We sincerely respect each other
- We communicate proactively, and we listen
- We are humble, and we are always willing to accept better and new ideas
- We are committed to transparency and accountability

Participates in creating a thriving Culture of Philanthropy at Winnipeg Humane Society by:

- Being knowledgeable and supportive of WHS programs
- Sharing their passion for service to animals, people, and our community with our guests
- Serving as an inspiration to all guests by providing an exemplary level of animal care and guest service
- Being able to communicate a compelling case for support that demonstrates the impact of philanthropy on Winnipeg Humane Society

Abilities, Skills, and Knowledge:

1. Professional Dog Trainer Certification, as approved by Director, Behaviour preferred. If not currently held, certification must be completed within 18 months of date of hire
2. Communicates professionally, articulately, clearly, and assertively
3. Initiative and confidence to suggest improvements to current systems and contribute new ideas
4. Self-motivated and enthusiastic; confident with responsibility and able to work with minimal supervision

5. Computer literate and experienced using Microsoft Office, including Outlook, Word, Power Point, and Excel.
6. Familiar with database software such as Shelter Buddy or Chameleon an asset.
7. Demonstrates courtesy, is internal and external customer focused
8. Demonstrates initiative to work independently and as a member of a team
9. Excellent organizational skills and attention to detail

Education, Training, & Experience:

1. High School diploma or equivalent
2. Experience as lead instructor, conducting Dog Training Classes holding with the values of the Winnipeg Humane Society; positive reinforcement and force free.
3. Experienced and confident with public speaking, excellent skills speaking in front of groups or via video or live on media
4. Demonstrated ability and knowledge regarding feline and canine communication, handling and behaviour
5. Experience working with an animal welfare organization is an asset

Forward your resume and cover letter to:

Attn: Catherine McMillan

careers@winnipeghumanesociety.ca

Please quote the Job Posting Number in the email subject line and in your cover letter.

NO PHONE CALLS PLEASE

Thank you for your interest in this position however only those considered for an interview will be contacted.