



Winnipeg Humane Society – Job Posting #2024-02-01

Date: February 27, 2024
Position Title: Behaviour Counsellor
Department: Behaviour
Reports To: Manager, Behaviour and Retail
Classification: Union, Unit 6
Rate: \$16.89/hour
Hours: 40 hours/week; Tuesday – Friday 11am-7pm and Saturdays 10am-6pm
Days/times of shifts may vary/change
Start Date: ASAP

Closing date for internal applicants: Open until filled

Position Summary:

The purpose of this role is to provide an exemplary level of care and ensure the humane treatment of all animals at the WHS. Through positive reinforcement methods, Behaviour Counsellors work to enrich animals and give them a solid foundation to move on to adoptions.

Who we are:

- One of the oldest registered Non-Profit charities in Manitoba funded primarily by donations and events.
- An innovative community service organization committed to protecting animals from suffering, and to promoting their welfare and dignity.
- A team of generous partners, donors, hardworking volunteers and committed staff united in the belief that every animal deserves dignity and love.
- One of the largest and more recognized animal shelter and welfare organizations in Canada.
- Always growing, changing, and adapting to meet the expectations of the community and the needs of Winnipeg's animal population.

Duties and Responsibilities:

- Performs behaviour assessments for dogs and personality assessments for cats
- Provides daily enrichment, training, and behaviour modification for animals in care
- Counseling potential adopters regarding behaviours and personalities of pets requiring experienced owners
- Restrain pets for medical treatments
- Assisting with medicating animals
- Completing data entry on interactions and assessments of animals
- Some evenings, weekends, and holidays required
- Other duties as reasonable assigned

Qualifications:

The following are mandatory qualifications for this role:

- High School Diploma or equivalent
- Valid Class 5 Driver's license and access to a vehicle
- Clear Criminal Check
- Formal training and/or certification in animal behaviour
- Minimum 1-year experience training dogs and cats using Fear Free and Force Free methods

The following qualifications are desired and would be considered assets:

- Professional Dog Trainer Certification
- Fear Free Shelter Certification
- Knowledge of Shelter Buddy an asset
- Education in Behaviour Science and Learning Theory preferred
- Experience working or volunteering with a rescue or animal welfare organization an asset

Knowledge & Skills

- Excellent communication skills, both written and verbal; must communicate effectively with management, staff, volunteers, and clients. Communicates professionally, articulately, and clearly
- Strong time management skills and ability to work well under pressure while balancing multiple priorities
- Ability to maintain the utmost confidentiality on all matters pertaining to the Society
- Excellent computer skills, including Microsoft Office
- Excellent problem-solving abilities
- Exceptional organizational skills

Personal Attributes

- Mature, organized, and independent individual with sound judgement
- Initiative and confidence to suggest improvements to current systems and contribute new ideas
- Self-motivated and enthusiastic; confident with responsibility and able to work with minimal supervision
- Collaborative and team focused mindset

- Responsible and motivated, committed to the goals and objectives of the Society

Authority:

Authority to perform all assigned duties and responsibilities within established policies and procedures.

Accountability:

This position is directly accountable to the Manager, Behaviour and Retail Operations and has the authority to perform all assigned duties and responsibilities within established policy and procedure.

Interpersonal Relationships:

Regular, daily involvement with other WHS departments, volunteers and customers.

Standards of Performance:

1. Keeping the mission of the Winnipeg Humane Society in the forefront when performing job duties, as well as when representing the Winnipeg Humane Society both inside and outside of the shelter environment.
2. High standards of customer service and respect for all as required for all clients and peers.
3. Successful and thorough completion of assigned job duties within reasonable time limits.
4. Communicates effectively with all departments, volunteers and customers.
5. Confidentiality is maintained on all matters pertaining to The WHS.
6. Exemplary level of care provided to all animals in accordance with The Winnipeg Humane Society's mission, policies, and practices.
7. Reliability and diligence in position.

Exemplifies Winnipeg Humane Society's Core Values:

- We let empathy guide our commitment to animal welfare and approach to all individual beings, people, and animals alike.
- We value and accept each other.
- We are committed as an organization to lead with integrity and accountability.
- We are guided by innovation and remain open to change.
- We foster an inclusive, purposeful, and safe communication space.

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

How to apply:

Please forward your resume and cover letter to:

Attention: Yvonne Coe, Manager Behaviour
yvonnec@winnipeghumanesociety.ca

Please quote the job posting number in your email or cover letter subject line.

The WHS is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs.

NO PHONE CALLS PLEASE

The WHS values diversity and equality in its team. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age.

We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit <https://winnipeghumanesociety.ca/about-us/careers>