



JOB DESCRIPTION

Job Title:	Animal Care Lead, Volunteers and Enrichment
Department:	Shelter
Classification:	Full or part time, non-exempt
Job Relationship:	Reports to Animal Care Coordinator and Animal Admissions and Care Supervisor. Works closely with Animal Wellness and Transfer Coordinator and volunteers.
Position Summary:	Serves as the primary contact and supervisor for the Dog and Cat Enrichment volunteers. Functions as a vital member of the Animal Care Team and performs duties of Animal Care Technician when needed. Assists Animal Wellness and Transfer Coordinator with animal assessments, transfers, and ensuring all animals receive enrichment daily.
Revised:	January 5, 2011

Essential Job Functions:

Provides professional volunteer supervision and care

- Serves as the primary contact for the Dog and Cat Enrichment volunteers; communicates any updates and/or changes to volunteers via email, voicemail, and communication stations
- Determines volunteer staffing needs for the department and recruits volunteers accordingly; orients new volunteers and ensures they are trained and coached to a level necessary to achieve the APL's mission and goals. Provides volunteers with ongoing feedback and training
- Evaluates volunteer progress; works with volunteer coordinator to address performance concerns and mediate conflicts between staff and volunteers
- Oversees group volunteer programs and community service
- Represents the APL in a professional and courteous manner at all times. Provides quality service to customers, volunteers, and staff recognizing their individual contributions to the success of our organization
- Follows all safety guidelines to ensure a safe work environment for staff and living environment for animals. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk

Ensures daily enrichment and assessment of all animals sheltered at the APL

- Works closely with Animal Wellness and Transfer Coordinator to ensure all animals housed at the APL receive daily enrichment, targeted toward each animal's individual needs.
- Assists supervisors with animal assessments; helps implement evaluation and enrichment plans, including SAFER and Meet Your Match
- Assists with training staff in the areas safe animal handling and assessment, disease control, and the daily provision of enrichment; provides guidance to ACTs to ensure animal handling, assessment, disease control, and enrichment policies and protocols are being followed
- Assists with transport, intake, and evaluation of dogs received from other agencies
- Assumes the role of Animal Wellness and Transfer Coordinator in his/her absence
- Performs duties of Animal Care Technician when needed

Performs other duties as assigned including but not limited to:

- Informs supervisor of special needs cases for potential public relations or direct mail pieces
- Promotes communication and cooperation between APL departments.
- Performs other duties and special projects as assigned

- Euthanasia certified; performs euthanasia as assigned
- Maintains cleaning equipment, tools and appliances
- Opens and closes the building as assigned

Qualifications

- High school diploma or equivalent preferred
- Prior experience in animal behavior, health, handling, and care in the shelter environment
- Able to work with animals, disinfectants, and cleaning supplies
- Able to perform physical work: bending, lifting, walking and standing for up to 10 hours a day, lifting up to 50 pounds with assistance
- Certified euthanasia technician or ability to become certified within six months of hire

Knowledge and Skills

- Ability to work in a fast-paced environment with a variety of people
- Ability to work with a computer in a Windows environment
- Knowledge of animal breeds, behavior, and handling
- Knowledge of animal health, able to identify illness preferred
- Ability to safely handle animals, including those with health and behavioral challenges
- Excellent communication skills and ability to follow instructions
- Detail oriented and able to prioritize and perform duties efficiently and effectively
- Committed to maintaining the Cleveland Animal Protective League's high standard of animal care and mission to foster compassion and end animal suffering.

Working Conditions

Work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents. The person in this position needs to constantly move about the shelter to provide care to our shelter animals. Occasionally operates a computer and other office equipment (i.e. calculator, copier, and printer). Constantly positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Frequently positions self to perform shelter and animal cleaning functions. Constantly communicates with staff members and volunteers who have inquiries about their job responsibilities and animal needs and must be able to exchange accurate information in these situations. Must be able to detect and recognize animal behavior that is potentially dangerous. Frequently moves animals weighing up to 50 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, into and out of shelter vehicles, onto and off of exam tables). Must be able to modify work schedule to meet APL operational needs.