Animal Protective Foundation

Job Description

Animal Care Manager

Position Status: Full-Time, Non-Exempt
Reports to: Director of Operations
Date Revised: August 3, 2020.
Work Hours: 8:00 am – 4:30 pm, Tuesday - Saturday

PURPOSE OF THE POSITION
The Animal Care Manager (ACM) is a professional employee of the Animal Protective Foundation providing leadership, direction, and guidance for day-to-day animal care to ensure smooth operations and to maximize the potential for each pet entering APF’s care. The Animal Care Manager, by example, sets the work standards in the workplace and the expectations of performance of tasks. The ACM leads a team of part-time Animal and Client Care Specialists (ACCS) and oversees APF’s foster care program. The Animal Care Manager works in close coordination with the Training and Behavior Manager (TBM), Client Services Manager (CSM), Director of Operations, APF veterinary staff, Community Engagement Coordinator, volunteers, and foster and rescue program personnel. The person in this position must exemplify, mentor, and reinforce the APF Mission, Vision and Values and all board policies.

DUTIES AND RESPONSIBILITIES
Perform job duties in a positive, helpful manner. Willingly assist public in all aspects of shelter programs. Share information to enhance the public's knowledge of companion animal care and welfare as well as their knowledge of the APF’s mission and programs. Other duties and responsibilities are as follows:

Leadership (30%)
• Lead daily opening meetings, maintains open communication amongst the team. Provides essential animal care information to APF staff.
• Participate in weekly and monthly staff meetings through providing clear and important animal care information to team members
• Coach staff to resolve complex or difficult situations, and suggest alternatives when appropriate to promote and assure high standards of care and a high-functioning team environment.
• Ensures the safety and sanitation of the facility. Oversees the implementation of a safety program to maintain safe practices for pets and people.
• Conduct daily rounds and lead animal welfare discussions, and project teams as needed. Utilizing team input, and in coordination with the TBM, veterinary staff and the Director of Operations, determine best options for animal movements within the facility and placement options.
• Provide supervision and training of ACCS’ to ensure all customers (human and animal) receive the highest level of care and compassion to include, but not limited to, animal care and customer service standards, disposition and placement, training methods, and safe and efficient operations.
• Promote a safe workplace through maintaining work rules and safety training programs which comply with standards set by the APF and other regulatory agencies such as OSHA.
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Animal Care and Foster Program (30%)
- Ensure daily cleaning and disinfecting of all shelter areas (including: main shelter hallway, Edison Room, Incoming areas, Education Room, Lobby, Dog Kennels, Cat Rooms, Small Animal Room and other pet care related areas) are completed according to procedures through proper training, coaching, and oversight with direct animal care staff. Monitor cleanliness standards throughout the day.
- Balance shelter population with organizational resources and capacity for care while assuring that humane care and proper attention and handling is provided to all pets within the shelter.
- Supervise laundry and dishwashing to a veterinary facility sanitation standard, maintain supplies of pet food, treats, toys, enrichment items, leashes, harnesses/collars, and other items necessary for the care and housing of companion animals.
- Set and regularly re-evaluate animal care procedures such as feeding, grooming, sanitation, and animal handling. Lead and coach the animal care team members in their collaborative work with the TBM and Veterinary staff to deliver high quality care for pets at the APF, while also ensuring a timely and positive outcome.
- Oversees APF’s Foster Care Program with the goal for APF pets to receive specialized care and attention in a home setting, which best meets their daily care needs.
- Oversees training for Foster Care Providers, which provides Foster volunteers with the skills and knowledge necessary to maintain a clean and safe environment for people and pets.
- Establishes and maintains relationships with area rescues to facilitate transfers between organizations with the goal of increasing positive outcomes for community pets and finding optimal placement for each pet.
- Work closely with the TBM and Veterinary Staff; ensure that all shelter operations are effective, efficient, consistent and humane.
- Report any animal health or behavioral concerns to TBD or veterinary staff.

Personnel & Record Keeping Management (30%)
- Complete routine Human Resource activities such as hiring direct reports, training, providing corrective action, and introductory period and annual performance reviews. Complete administrative paperwork in support of these activities on a timely basis.
- Develop and implement work schedule to assure adequate animal care staff is available to effectively and safely carry out shelter operations.
- In collaboration with the Director of Operations, develop and implement goals, objectives, and work standards for animal care programs and staff. Lead staff in meeting expectations for productivity, quality, and goal accomplishment.
- Create and maintain training materials including manuals, forms, policies, and procedures for animal care related tasks.
- Maintain a positive work culture through training, communication, and accountability of the ACCS team. Promote teamwork and unity among department staff members that allows for disagreement over ideas, conflict resolution, the appreciation of diversity, and cohesive, supportive, and effective working relationships to enable each staff member and department to succeed.
- In partnership with the TBM, CSM, and Veterinarian(s), provide professional development and staff training opportunities for the ACCS Team on a variety of topics through classes, webinars conferences, etc. Maintain accurate records of such training in the participants’ Human Resources file.
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• In conjunction with the Shelter’s Licensed Veterinary Technician and/or Veterinary Assistants, ensure that kennel inventory is accurate and updated daily.
• Maintain the accuracy of animal identification records in all animal care areas. Responsible for cage cards on all kennels/cages and that they are in sync with the Shelter database records at all times.
• Monitor and maintain adequate number of Rabies vaccinated personnel.

Fiscal Management (10%) 

• Contribute to the annual budget process by making recommendations for maintaining or improving on the budget and monitor budget line items as assigned.
• Monitor staffing hours to ensure appropriate coverage for animal care duties while avoiding overtime and adhering to budget.
• Ensure purchase requisitions are properly completed and submitted in a timely manner.
• Use technology to enhance and improve the efficiency of shelter operations. Maximize use of the available fields and reporting capabilities of the shelter database. Explore the use of scheduling and other apps.
• May be assigned to work in departments temporarily, permanently or for cross training.
• Perform other duties as assigned by the Director of Operations or Executive Director.

SUPERVISORY RESPONSIBILITIES

Responsible for the supervision, training, coaching and evaluation of the part-time Animal and Client Care Specialists (ACCS). Assist with the integration of volunteers working in animal care areas.

CONTACT & WORKING WITH OTHERS

Has regular contact with other APF employees and volunteers from all departments. Has regular contact with the public and representatives from rescue groups, school groups, and municipal representatives in and out of the shelter. Contacts with others will require compassion, tactful exchanges and a professional demeanor. Communicates in a way that demonstrates and promotes collaboration, cooperation, problem solving and interpersonal skills to foster a positive work environment, team work and productivity.

WORKING CONDITIONS

Has regular contact with animals with varying degrees of domesticity and physical condition. Works directly with animal wastes, kennel cleaners and disinfectants, soiled kennels, animal bedding and dishes. You will be exposed to loud noises. You may be exposed to zoonotic diseases. Will work continuously with other shelter workers, volunteers and members of the public. Will have access to protective equipment such as gloves, protective eye and ear wear, etc.

PHYSICAL DEMANDS

Ability to stay standing or active during entire shift. Must be able to lift a minimum of 50 lbs. Work performed both in and out of shelter requires lifting, bending, stooping, pushing and other strenuous activities. Must be willing and capable of working outdoors in all weather conditions.

REQUIREMENTS
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• **Education and Experience:** Must have at least an associate’s degree and certification form an animal behavior training program preferred. Must be able to read, write and speak clearly in English so that written and verbal instructions can be followed.

• **Knowledge:** Preferred candidates will have knowledge of companion animal health care, veterinary facility sanitation, canine and feline behavior, control and handling of dogs, cats and other animals.

• **Skills:** Must be able to communicate with the staff and public in a positive, educational manner. Must have the ability to work cooperatively with people. Must be able to demonstrate safe working habits for self, the animals and the public.

• **Additional requirements:** Must be able to work holidays and weekends as assigned and meet the physical requirements of the job. Must have and maintain a valid New York State driver’s license.

**NOTE:**
The Animal Protective Foundation is an Equal Opportunity Employer. We do not discriminate on the grounds of age, race, religion, national origin, sex, sexual orientation, marital status, disability or any class protected by law.

The Animal Protective Foundation is an At-Will employer. This is not a contract for employment. The Animal Protective Foundation reserves the right to change job descriptions and job schedules at any time without employee consent to meet changing needs of the organization.

By signing below you are asserting that you are physically able to perform these duties with or without accommodations.

________________________________________  ________________________________  ______________
Printed Name                     Signature                     Date

________________________________________
List any accommodations needed to assist you in successfully completing these duties.