

Calgary Humane Society is a dynamic, non-profit organization whose vision is to use innovative strategies to lead, inspire, and educate in the humane treatment of companion animals, fostering an enlightened community, which consistently demonstrates respect and compassion for all animals.

Our mission is to help as many animals as we can.

As an organization, CHS values compassion, teamwork, respect, integrity, innovation, and commitment.

Position Title:

TEAM LEAD, ANIMAL CARE - FULL TIME

Sunday to Thursday | 37.5 hours per week

Reporting to the Manager, Animal Operations, the Team Lead of Animal Care is responsible for providing leadership and support to the Animal Care Attendants. The successful candidate will possess excellent interpersonal and leadership skills, a passion for helping people, and the ability to motivate, inspire, and develop team members in a fast-paced environment.

Leadership:

- Possesses a genuine concern for the welfare of all animals
- Work to promote organizational values in order to achieve the overall mission and vision of the organization
- Acts as an ambassador for the Society both internally and with external partners and stakeholders
- Recruit, develop, mentor, coach, and provide ongoing, regular feedback to direct reports
- Develop, implement, and monitor training for new team members including hands on training and job shadowing of other departments
- Work with individual team members on developing personalized professional development plans including goal setting, leadership development, and learning in areas of interest/expertise to improve skill level, engagement, and personal mastery
- Provide positive and proactive communication with staff and volunteers both as a group and one on one to ensure concerns or questions are addressed and goals are monitored and discussed on a regular basis
- Assist in building organizational capacity through the development of high-impact, meaningful volunteer opportunities for members of our community
- Promote teamwork and comradery by taking initiative to assist teams outside of designated department when help is needed
- Set a positive example for other members in the organization by maintaining a positive attitude, actively managing emotional situations in a respectful, compassionate, and professional manner, and providing exemplary customer service to all patrons of CHS
- In collaboration with fellow Team Leads and Senior Management, demonstrate a culture where staff, volunteers, and foster parents feel supported, encouraged, valued, and safe to innovate, learn, and share suggestions, ideas and concerns

Operational:

- Ensure two-way communication exists to promote information flow between the Animal Care department and the rest of the organization
- Collaborate with all departments to ensure successful outcomes of animals
- In consultation with the Behaviour Operations team, work to implement training plans for dogs in care
- Observe and document animal behaviour and provide feedback and consultation on best path forward
- Stay up to date on current animal sheltering best practices/trends, and regularly review CHS processes for opportunities for improvement
- Provide support to the Animal Care team completing duties on the floor as required
- Provide presentations to staff, volunteers, and members of the public as required
- Represent the Animal Care Team at interdepartmental meetings, including Team Lead, Operations Management, and other meetings as required.

Administrative:

- Utilizing the Association of Shelter Veterinarians (ASV) Guidelines as a reference, develop and maintain an operating procedural manual for the department, ensuring best practices with an emphasis on staff and animal safety
- Ensure accurate and complete records are maintained on all animals and documented in the shelter database program
- Support the Manager, Animal Operations in the creation of the annual operating and capital budget for the Animal Care department
- Maintain animal care statistics and submit monthly reports
- Schedule Animal Care Attendants appropriately to cover departmental duties and assign daily duties
- Complete bi-weekly time sheets in Ceridian Dayforce and manage employee time away requests and departmental coverage
- Other administrative duties as assigned to support management and the team

Position Requirements:

- CHS is a COVID-19 safe workplace. With limited exceptions, CHS requires all employment applicants provide proof of fully vaccinated status in accordance with current guidelines. CHS also complies with all in-force Alberta Health Services directives regarding COVID-19 safety
- Minimum three (3) years' experience in a professional leadership role successfully leading a team
- Previous volunteer or professional experience with animals required
- Previous experience in a not for profit organization an asset
- Flexibility to work overtime and outside of regular hours for events and other Society business as required
- Strong administrative skills with an ability to maintain records and produce clear written and verbal reports
- Exceptional communication skills, both verbally and in writing
- Comfortable public speaking
- Strong time management skills and ability to work well under pressure while balancing multiple priorities and deadlines
- Demonstrated resiliency and ability to maintain professionalism in stressful, sometimes emotional, situations
- Collaborative and team focused mindset
- Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others
- Successful candidate will be required to provide a criminal record check at their own expense to be arranged by CHS

Physical Requirements:

- Must be physically capable of lifting/carrying/restraining a minimum of 50lbs
- Constant walking, crouching, squatting, kneeling
- Frequent lifting, carrying, and standing
- Occasional pushing, pulling, sitting, rotating, and climbing
- Comfortable and physically capable of working with, and handling, a variety of species, including but not limited to cats, dogs, rabbits, reptiles, rodents, and birds

CLOSING DATE: POSTING WILL REMAIN OPEN UNTIL A SUITABLE CANDIDATE IS FOUND

Please apply in confidence referencing the position you are applying for, including salary expectations to careers@calgaryhumane.ca

We thank all applicants for their interest in working at Calgary Humane Society however only those selected for an interview will be contacted. No phone calls please.