
Calgary Humane Society is a dynamic, non-profit organization whose purpose is to create a more humane world. As an organization, we act with **Compassion**. We work hard to build **Trust**. And we thrive through **Collaboration**. We take pride in fostering an open, inclusive, creative, and supportive environment.

If your beliefs and values align with ours, we welcome you to apply for any open positions we have on our team.

Calgary Humane Society is an equal opportunity organization. We welcome diversity and appreciate the value of the broad range of perspectives we see from different backgrounds and experiences.

Position Title:

Animal Behaviour and Enrichment Facilitator – Full Time

- **Shift consists of one weekend day from 9:00 AM to 5:30 PM and 4 weekdays from 10:30 AM to 7:00 PM – 37.5 hours per week**
- **Annual Salary of \$33,150.00**

Reporting to the Team Lead of Behaviour, Calgary Humane Society Behaviour & Enrichment Facilitators are responsible for providing behaviour and enrichment support to the animals in our care as well as creating custom training and enrichment plans for staff members, volunteers, and foster parents to implement.

Specific responsibilities include, but are not limited to:

- Act as a handler and/or observer during medical exams using journaling methods;
- Determine placement and pathway options for animals based on all information gathered;
- Positive reinforcement of preferential behaviors as well as teaching foundational obedience and building relationships with animals;
- Provide an accurate interpretation of animal body language, stress levels, and emotional states and create and facilitate appropriate stress reduction and enrichment plans to be implemented by staff, volunteers, and foster parents;
- Observe, document, and communicate current and potential behaviour of CHS animals to staff and members of the public, including potential adopters and foster parents;
- In conjunction with the Manager of Animal Operations, monitor the animal wait lists and recommend animals that should be scheduled for intake based on available resources;
- Interview owners who are surrendering their animals to gain an understanding of the animal's behavioral history;
- Provide enrichment to individual animals to enhance their quality of life while in the shelter;



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- Ensure human safety during animal interactions by recognizing stress and in animals and enforcing appropriate handling techniques amongst staff, volunteers, adopters, and communicating the animal's behavior effectively to all parties;
 - Respond to email and telephone inquiries from the public to CHS' behaviour helpline;
 - Document the animal's behavior history, observations, and recommendations for foster parents and adopters in CHS' shelter database;
 - Provide support for volunteers and foster parents with managing observed behavior concerns;
 - Create and provide presentations to staff, volunteers, and foster parents on animal behavior topics including necessary training for staff and volunteers to recognize, report, and understand animal behavior;
 - Educate staff, volunteers, and foster parents on appropriate terminology with respect to animal behavior and body language;
 - Provide training and support to CHS volunteers;
 - Maintain accurate and complete program records and statistics;
 - Develop, maintain, and update departmental materials and resources on an ongoing basis;
 - Other related duties as assigned

Key Competencies required:

- Demonstrated understanding of animal behavioral science and how to apply this knowledge humanely when developing and implementing training and enrichment plans;
- Training philosophies in line with CHS' position statements, and follow the least intrusive and minimally aversive (LIMA) principles;
- Ability to work well on a team by building and maintaining trusting, collaborative, and compassionate relationships;
- Ability to work independently when required;
- Ability to multi-task and adapt to changing priorities and organizational needs;
- Strong interpersonal skills and the ability to effectively communicate with a diverse team to accomplish common goals;
- Dependable and reliable in completing assigned tasks and meeting deadlines;
- Excellent organizational skills;
- Life-long learner with commitment to keeping up to date on developments in animal behaviour and animal welfare for continual improvement of best practices, policies, and procedures;
- Exceptional interpersonal skills with the ability to approach sensitive and emotional matters using a flexible, compassionate, and non-judgmental approach;
- Exceptional verbal and written communication skills;
- Demonstrated active listening skills;
- Extremely adaptable in an ever-changing environment with the ability to manage emotionally difficult situations and outcomes

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 high school diploma;
- **Minimum one year of professional experience working hands on with animals** in a humane, respectful manner (e.g. veterinary clinic, animal shelter, boarding facility, etc.)
- Demonstrated ability to safely handle multiple species of animals of different personalities, temperaments, and sizes;
- Ability to accurately interpret and analyze animal behavior;
- Comfortable and confident with public speaking;
- Dependable and dedicated to completing assigned tasks and meeting deadlines;
- Adaptable to changing priorities and requirements in a fast-paced environment
- Self-motivated;
- Strong conflict management and teamwork skills;
- Flexibility to work overtime as required;
- Intermediate knowledge of Microsoft Office including Word, Excel, Outlook, and PowerPoint;
- Genuine interest in the welfare of animals and values congruent with the organization;
- Successful candidate will be required to complete a police information check at their own expense to be arranged by CHS;
- Must have at least 3 years driving experience with a Class 5 Graduated Driver's License and/or Class 5 Driver's License with a 5-year clean driver's abstract

Physical Requirements:

- Physically capable of, and comfortable handling a variety of species including but not limited to: cats, dogs, rabbits, birds, rodents, and reptiles.
- Physically capable of lifting up to 50 lbs.
- Ability to perform repetitive motions of: sitting standing, walking, reaching, lifting, squatting, bending, pulling.

Closing date: Posting will remain open until a suitable candidate is found

Please submit your cover letter and resume, indicating the job title in the subject line, to careers@calgaryhumane.ca

We thank all applicants for their interest however only those selected for an interview will be contacted. No phone calls please.