



**Join the team!**

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Calgary Humane Society is a dynamic, non-profit organization whose mission is:  
**Protect Animals. Support People. Create a More Humane World.**

As an organization, we value Compassion, Commitment, Courage, and Collaboration and 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.

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**Position Title:**

**Behaviour Outreach Facilitator – Full Time**

**Tuesday to Saturday (combination of days and evenings) | 37.5 hours per week**

Reporting to the Senior Behaviour Outreach Coordinator, the Behaviour Outreach Facilitator's primary role will be to facilitate Calgary Humane Society's educational, training, and community outreach programs. The purpose of these programs is to build community awareness around positive reinforcement training methods, animal behaviour concerns, and to build strong relationships within the Calgary community to educate in the areas of responsible pet ownership, humane treatment of animals, empathy, and compassion for the animals in our community.

**Duties:**

- Assist with the implementation of a strategic post-adoption support program to include:
  - Behaviour resources for all species
  - An engagement strategy that keeps adopters connected to Calgary Humane Society
  - Development of behaviour outreach programs and services
- Coordinate animal behaviour training classes including the scheduling of contract trainers, booking private consultations, class registration, and client relations
- Participate in behaviour class activities, assist the contract trainers and volunteers with set up, class lessons, and take down
- Assist with the development and maintenance of behaviour outreach programs, curriculum, materials, handbooks, and supplies.
- Monitor the behaviour helpline, assist clients, and triage various inquires to the appropriate department(s) or resources
- Scheduling and conducting private cat behaviour consults
- Work with the Behaviour Operations team in the ongoing review and updates of CHS animal behaviour handouts
- Attend adoption rounds to help proactively plan post-adoption support for each animal
- Seek opportunities to promote CHS and our programs at community events in order to strengthen relationships with sponsors, donors, and other key stakeholders

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- Initiate and maintain positive relationships with contract trainers, community training facilities, and other industry partners
  - Provide support and input on the development of department manuals, processes, policies, and procedures
  - Send, compile, analyze, and report feedback from participant and/or community surveys
  - Responsible for the maintenance and cleaning of the onsite training auditorium
  - Act as an ambassador for the society both internally and with external partners and stakeholders
  - Champion CHS values of Compassion, Commitment, Collaboration, and Courage in everyday work and promote organizational values in order to achieve the overall mission and vision of the organization
  - Promote a culture of volunteer engagement by building and maintaining positive relationships with volunteers and participating in volunteer recognition (including monthly and annual volunteer awards)
  - Provide support to the Animal Care team when required

**Position Requirements:**

- Completion of or working towards a professional training certification considered an asset. e.g KPA, CPDT, IAABC, Pet Professional Guild
- Flexibility to work a schedule that includes days, evenings, weekends, and some statutory holidays
- Intermediate level of knowledge on the topic of animal behaviour
- Previous professional experience working in a related field such as animal welfare, dog daycare, class coordinator, or public relations considered an asset
- Working towards or willing to work towards feline or canine behaviour professional development or certifications
- Proven positive experience working with people and delivering effective and relative communication skills and customer service
- Confident and comfortable with public speaking
- Strong administration skills; ability to maintain accurate records and produce clear written and verbal reports with intermediate skills in Microsoft Word, Excel, and PowerPoint
- Strong time management skills and ability to work well under pressure while balancing multiple priorities
- Strong interpersonal skills and the ability to deal with a diverse range of people
- Flexible and non-judgmental approach to people and work
- Ability to maintain a positive can-do attitude even during difficult circumstances
- Collaborative and team focused mindset
- Able to solve problems efficiently and effectively
- Must have a Class 5 drivers' licence with at least 3 years driving experience and a clean drivers' abstract.



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**Physical Requirements:**

- Physically capable of, and comfortable handling a variety of species including but not limited to cats, dogs, rabbits, birds, reptiles, and rodents
- Physically capable of lifting up to 40 lbs
- Ability to perform repetitive motions of sitting, standing, reaching, lifting, squatting, bending, walking, and pulling

**Annual Salary:**

- Salary commensurate with experience and education

**Benefits:**

- 100% employer paid health and dental benefits for employees and their dependents
- Wellness Spending Account
- Vision coverage
- Paid vacation time, sick time, wellness days, and paid day off on your birthday
- Matching RSP
- Professional development opportunities
- Discounts on CHS products and services, including adoption fees
- Access to Employee and Family Assistance Program
- Access to reduced rate counseling services

**Benefits & Perks:**

- 100% employer paid health and dental benefits for employees and their dependents
- Wellness Spending Account
- Vision coverage
- Paid vacation, sick time, wellness days, and paid day off on your birthday
- Matching RSP
- Professional development opportunities
- Discounts on CHS products and services, including adoption fees
- Access to Employee and Family Assistance Program
- Access to reduced rate counseling services

**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](mailto:careers@calgaryhumane.ca)

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