

Ottawa Humane Society

Job Description

Job Title: Supervisor: Kennel

Overall Purpose: Under the direction of the Manager: Animal Care, the Supervisor: Kennel is responsible for the day to day operations of the Shelter.

In accordance with Ottawa Humane Society objectives, philosophies and policies and procedures, the Supervisor: Kennel is responsible for the following:

1. Professional Responsibilities

- Oversee the daily kennel and clinic operations
- Supervise and coordinate kennel and clinic staff and volunteers
- Ensure animal emotional and physical health
- Ensure a high level of animal husbandry
- Train, supervise and schedule kennel and clinic staff
- Assess kennel staff performance
- Provide case consultation to other staff and managers
- Consult with professionals and others
- Provide crisis intervention services
- Be aware of and make use of community resources
- Ensure positive public relations and customer service practices

2. Administrative Responsibilities

- Represent the OHS in a professional manner
- Be thoroughly familiar with and ensure adherence to pertinent legislation, regulations, guidelines, OHS policies, procedures, collective agreement, and good animal care practices
- Participate in supervision, evaluation and training sessions
- Maintain OHS facilities and equipment
- Prepare accurate expense accounts, payroll and other forms
- Produce written reports and records
- Maintain computerized files
- Prepare and maintain staff schedules
- Network with other service providers and professionals
- Attend staff meetings and other meetings as required
- Provide training and orientation to new staff as required
- Assist in the hiring of staff
- Train, supervise and support student, volunteer and work placements
- Be familiar and ensure compliance with all health and safety policies and procedures
- Fulfill the duties of an OHS Emergency Officer as required
- May be required to assume some responsibilities of Manager
- May be required to serve on the OHS Joint Health and Safety Committee

3. Program Development

- Participate in appropriate OHS committees
- Contribute to ongoing evaluation of program objectives
- Participate in the identification and achievement of OHS objectives
- Maintain a comprehensive knowledge of social, environmental and cultural issues relating to animal welfare, health and husbandry
- May be required to participate in public relations and promotional activities
- Represent OHS in a professional manner

Education and Experience:




- A veterinary technician diploma or relevant equivalent experience
- 2 to 5 years clinical experience
- Two years demonstrated excellent performance in a supervisory role
- Proficiency in Microsoft Word, Excel and Outlook
- Demonstrated excellent customer service, crisis management and conflict resolution skills
- Demonstrated excellent teamwork abilities
- Demonstrated ability to relate well to people from a wide variety of backgrounds

Languages:

- Excellent verbal and written skills in English are required
- Bilingualism (English/French) is preferred

Essential duties and working conditions:

- Employees will be required to work evening, holiday and weekend shifts
- Employment is conditional upon the ability to provide services in a safe manner including, but not limited to, lifts and transfers of large animals
- Employees will be required to wear a uniform designated by the employer
- Employment is conditional upon maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

Job Description:	Supervisor: Kennel		
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