



## Ottawa Humane Society Job Description

Job Title:	Coordinator: Intervention Services
Reports to:	Manager: Intervention Services

### JOB PURPOSE

The Coordinator: Intervention Services is responsible for coordinating the flow of animals from intake to outcome, assessing and monitoring their emotional well-being, assisting where required to maintain the flow of animals and developing and coordinating placement and overseeing enrichment programs for the Ottawa Humane Society (OHS) animals.

### DUTIES AND RESPONSIBILITIES

- Research, develop and implement programs and strategies to assure the emotional health of OHS animals
- Develop and implement enrichment plans for animals at OHS
- Train and supervise enrichment volunteers
- Assess and monitor the emotional well-being, the behaviour and temperament of shelter and other animals
- Provide consultation services for line and management staff as well as community partners and the general public
- Develop and deliver internal and external workshops and other training
- Assist adoption and foster staff in matching appropriate placements for animals
- Assist with assessments and recommendations for animals participating in OHS programs
- Lead offsite fieldwork activities in support of OHS animal programs
- Develop and maintain excellent relationships with OHS Partners in Placement and other OHS Partners
- Maintain a superior knowledge of companion animal temperament, behaviour and training
- Monitor process flow and take appropriate actions to alleviate bottlenecks
- Support the activities of coworkers, volunteers, students and work placements and provide orientation and training as required
- Be thoroughly familiar with pertinent legislation, regulations, guidelines, OHS policies, procedures, collective agreement, and good animal care practices


- Produce and maintain accurate reports, records, and files
- Participate in supervision, evaluation, training and other meetings as required
- Participate in the identification and evaluation of OHS program goals and objectives
- Participate in professional development opportunities
- Represent OHS in a professional manner
- Participate in public relations and promotional activities as required
- May be required to assume the duties of Coordinator: Canine Services and Coordinator: Feline Services
- May be required to assume some of the responsibilities of the Manager: Intervention Services as needed

### QUALIFICATIONS

- Post-secondary degree, diploma or two years' relevant experience in animal behaviour and/or animal psychology
- Extensive reading or research in companion animal temperament and behaviour
- Clinic experience is an asset
- Adult teaching experience is an asset
- Proficiency in Microsoft Office Suite
- Professional working proficiency in spoken and written English is required

### WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee will be required to work some evening and weekend shifts, and may be required to work on holidays
- Employment is conditional upon the ability to provide services in a safe manner, including, but not limited to, lifts and transfers of large animals and interaction with potentially aggressive animals
- Employment is conditional upon having and maintaining a valid driver's license
- Employee will be required to wear a uniform designated and supplied 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

Approved by:	
Date Approved:	March 31, 2023
Last Reviewed:	