



Ottawa Humane Society Job Description

Job Title:	Manager: Training and Development
Reports to:	Director: People & Culture

JOB PURPOSE

The Manager: Training and Development is responsible for the effective and efficient onboarding, training and development of OHS staff

DUTIES AND RESPONSIBILITIES

- Manage training needs and design training and development programs to meet them
- Develop training and development collateral to support staff development needs
- Prepare and deliver onboarding training for new employees
- Teach and train animal care and veterinary technical and other staff on standard operating procedures
- Guide managers and supervisors in developing training skills
- Conduct group and individual staff training and development
- Maintain records and provide participants with feedback
- Evaluate professional development programs and make changes as needed
- Assess and propose solutions to barriers to staff training and development
- Report performance problems and training gaps to the relevant manager
- Evaluate employee performance and gauge where skills need improvement
- Develop, manage, and ensure adherence to department program budgets
- Provide advice and assistance to other managers, directors, CEO, and OHS Board and committees as required
- Be thoroughly familiar with and ensure adherence to pertinent legislation, regulations, contracts, guidelines, OHS mission, policies, procedures, plans and collective agreement
- Maintain a comprehensive knowledge of best practices and trends in social, environmental and cultural issues relating to animal care and welfare and shelter best practices
- Produce and maintain accurate reports, records, and files
- Manage department administrative files and human resources documents and files
- Participate in supervision, evaluation, training, and other meetings as required
- Provide training, orientation and supervision for student, volunteer, and work placements as required
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- Be familiar with and ensure compliance with all health and safety policies and procedures
- Participate in the identification and evaluation of OHS program goals and objectives
- Participate in professional development opportunities
- Participate in public relations and promotional activities as required
- May be required to assume some responsibilities of Director: People & Culture

QUALIFICATIONS

- A Veterinary Technician diploma from a recognized college
- Registration with the Ontario Association of Veterinary Technicians
- Three years' clinical experience as a veterinary technician
- Significant experience in adult training, education or a related field; formal knowledge in learning theories and training methodologies is preferred
- Proficiency with Microsoft Office
- Full professional proficiency in spoken and written English
- Bilingualism (English/French) is preferred

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee may be required to work occasional 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 and interaction with potentially aggressive animals
- 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:	May 2023
Last reviewed:	