



Ottawa Humane Society Job Description

Job Title:	Manager: Veterinary Social Work
Reports to:	Senior Manager: Operations or Director: Operations (in the absence of Senior Manager: Operations)

JOB PURPOSE

The Manager: Veterinary Social Work is responsible for the effective and efficient management of Ottawa Humane Society (OHS) emergency animal admission and respite programming, providing trauma-informed social support to OHS clients, staff and volunteers and developing and delivering psychoeducational training to staff and volunteers.

DUTIES AND RESPONSIBILITIES

- Provide support and short-term counseling for clients and owners dealing with an acute crisis
- Act as a liaison between the client and the OHS to address animal care needs, ensuring information is presented in a manner the client can understand and is empathetic to their circumstance
- Manage OHS programming for owners who are temporarily unable to care for their pet(s) due to acute crisis, including protective care and SAFE cases, from intake to discharge
- Manage and support clients to address animal welfare/medical needs, post OHS admission
- Intervene and provide trauma-informed social support for clients in crisis
- Provide pet loss counselling to clients
- Research, develop, implement, deliver training and manage programs to support the emotional health of OHS clients, staff and volunteers
- Develop resource lists, draft content for OHS publications and provide trauma-informed social support for clients facing medical/behavioural/financial/care challenges with their pets
- Assist outreach and community services in its liaison and needs assessments with community partners
- Train and support volunteers for OHS animal-assisted therapeutic programs
- Identify client barriers and propose solutions to improve client access to OHS services
- Research, develop and manage applications and programming to financially assist clients in providing proper medical care for their pet
- Draft and update policies and procedures
- Develop, manage and ensure adherence to department budgets
- Provide consultation services for management staff
- Develop and deliver internal and external workshops and other professional development and training
- Prepare reports, as required
- Provide advice and assistance to other managers, directors, CEO and OHS Board and committees, as required



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- Be thoroughly familiar with and ensure adherence to pertinent legislation, regulations, contracts, guidelines, OHS policies, procedures, plans and collective agreement
- Maintain a comprehensive knowledge of best practice and trends in social, environmental and cultural issues relating to animal care and welfare and client care
- 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
- 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
- Represent the OHS in a professional manner
- Participate in public relations and promotional activities as required
- May be required to assume some of the responsibilities of Senior Manager: Operations or Director: Operations.

QUALIFICATIONS

- Post-secondary degree in social work
- Registered to practice with the Ontario College of Social Workers and Social Service Workers
- Three years' relevant experience in social work—preferably in a medical, hospice or mental-health setting
- Experience with trauma counseling is required
- Experience in adult education and/or program development
- Must be able to provide services to clients in an emotionally-intense and fast-paced setting
- Proficiency in Microsoft Office Suite
- Professional working proficiency in spoken and written English is required
- Bilingualism (English/French) is preferred
- Experience with grief/bereavement counseling is preferred

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee may be required to work evening, holiday and weekend shifts
- Employment is conditional upon having and maintaining a valid driver's license
- 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:



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