



## Ottawa Humane Society Job Description

<b>Job Title:</b>	Manager: Community Services
<b>Reports to:</b>	Director: Outreach and Community Services

### JOB PURPOSE

The Manager: Community Services is responsible for developing, implementing and managing the operation of OHS community programs and services

### DUTIES AND RESPONSIBILITIES

- Develop, implement, manage, monitor, and evaluate all aspects of OHS community programs and services
- Oversee day to day operations of OHS community programs and services
- Determine short- and long-term tactics and strategies to achieve department and organizational strategic goals
- Be aware and make use of community resources
- Develop and maintain excellent community partnerships
- Develop and implement OHS marketing and promotional plans in collaboration with the communications department
- Prepare and deliver written and verbal presentations including media appearances
- Develop, implement, evaluate and ensure adherence to standard operating procedures within assigned functional areas
- Manage and coordinate department resources
- Drive community vehicles as required to and from program locations
- 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


- Lead and manage department staff including orientation, training, performance management, and daily supervision
- Provide training, orientation and supervision for student, volunteer, and work placements as required
- Hire, fire and discipline staff in consultation with the Director: Outreach and Community Services and Manager: Human Resources
- 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: Outreach and Community Services

### QUALIFICATIONS

- Post-secondary school degree or diploma in a related field
- A minimum of 2 years' experience in program development, implementation and evaluation
- A minimum of 2 years' staff supervisory experience
- Proficiency in Microsoft Office Suite
- Full professional proficiency in spoken and written English is required

### WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee may be required to work occasional evening, holiday and weekend shifts
- Employee will be required to be on-call during specified hours on evenings and weekends
- Employees will be required to work off-site across the City of Ottawa
- Employee may be required to work outdoors in inclement weather
- 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

<b>Approved by:</b>	
<b>Date approved:</b>	July 2022
<b>Last reviewed:</b>	