



Ottawa Humane Society Job Description

Job Title:	Supervisor: Programs
Reports to:	Manager: Outreach

JOB PURPOSE

The Supervisor: Programs has supervisory responsibility for the day to day operations of outreach and community services programming, including to schedule and supervise staff to ensure the safe and efficient operations of outreach programs

DUTIES AND RESPONSIBILITIES

- Oversee the daily operations of outreach programming onsite and in the community
- Supervise, schedule, and coordinate outreach and community services staff, volunteers, and work placements
- Schedule animals with the appropriate staff and managers
- Administer the OHS on-line booking system
- Perform daily updates and biweekly preparation of timesheets and payroll records for departmental staff for timely submission
- Assist the Manager: Outreach in the recruitment and selection of staff
- Provide initial and ongoing orientation and training for outreach staff, volunteers, and work placements
- Monitor performance and provide ongoing feedback to outreach staff, volunteers, and work placements
- Prepare and deliver annual performance appraisals in conjunction with Manager: Outreach
- Research, develop, and implement educational and outreach programming for children, youth, and adults
- Assist with the development of grant proposals, reports, and program evaluation
- Oversee Education Centre facility needs and booking system
- Ensure accuracy of data entered into program databases and other departmental files
- Monitor, stock, and order program supplies in line with department budget
- Maintain relationships with OHS partners, clients, and stakeholders
- Be thoroughly familiar with, and ensure adherence to, 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
- Participate in public relations and promotional activities as required


- May be required to assume some responsibilities of Manager: Outreach

QUALIFICATIONS

- Post-secondary school diploma or equivalent
- Certification in recreation or education preferred
- Experience in program development and implementation
- Experience in customer service
- Minimum of two years' experience in a supervisory role
- Minimum of one year experience working with children and/or youth
- Proficiency in Microsoft Office Suite
- Full professional proficiency in spoken and written English is required
- Bilingualism (English/French) is an asset

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee will be required to work evening, holiday and weekend shifts
- Employment is conditional upon successful completion and maintenance of current Standard First Aid CPR-C and AED certification
- 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:	
Date approved:	July 2022
Last reviewed:	