

JOB DESCRIPTION

Behavior Supervisor

The Pennsylvania SPCA (PSPCA) is a non-profit animal welfare organization founded in 1867. Our mission is to protect animals, prevent cruelty and improve the health and quality of life for animals in Pennsylvania.

FLSA Status: Exempt

**SUMMARY**:

The Behavior Supervisor will work collaboratively with all staff to identify behavior issues and provide intervention to all animal residents and address their behavior needs in a timely manner to maximize shelter/adoption center space and meet lifesaving and adoption goals and to optimize acquisition of highly adoptable rescued dogs and cat. Ensure public dog training classes (when resumed) are held to high professional standards of delivery and content with a focus on keeping families together. Responsible for conducting assessments on shelter animals and working with the team to establish behavior plans based upon assessments and shelter behaviors. The individual is an integral part of the Lifesaving team. The intent of this job description is to provide a representation of the level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

PRINCIPAL DUTIES:

* Supervise all aspects of PSPCA’s behavior team and program, including animals from HLE, shelter guests, and public dog training programs, under the general guidance of the Director of Humane Law Enforcement and Shelter Operations. Ensure collaborative approach and use of resources to maximize impact.
* Minimize the intake of difficult to place publicly surrendered animals in order to maximize the total number of animals that can be accepted into PSPCA’s adoption program. Give careful consideration to behavior and health of animals in other shelters, while keeping in mind PSPCA’s current shelter population and adoption trends and adhere to establish intake guidelines.
* Oversee and assist with behavior evaluations of current shelter guests using designated assessment tools (currently ASPCA SAFER). Review and assess individual animal behavior evaluations, as needed.
* Assist all staff assigned to bring in or accept the organization’s elective direct public surrendered animals (stray or owned) through training in the proper application of SAFER evaluations and assisting in the interpretation of results of a SAFER evaluation prior to an animal’s acceptance into the organization.
* Travel to other shelters and perform behavior evaluations to make decisions about the potential transfer of the animal into our shelter. In addition to the SAFER evaluation, prior home notes (owner, foster or prior adopter) should be fully read and evaluated to determine appropriateness and potential success at our facility for an individual animal.
* Monitor and ensure success of behavior team in identification, treatment planning and prevention of behavior issues thereby increasing adoptions and decreasing adoption returns.
* Stay abreast of current trends and research in the field of Animal Behavior in shelters.
* Evaluate regularly training materials and progress monitoring for shelter animals to improve animal behavior, reduce stress on animals and increase adoptability.
* Ensure accurate and timely data entry. Maintain and report statistics that accurately reflect the effectiveness of the intake and behavior departments and use that data to seek ways to increase effectiveness.
* Manage the enrichment program for all shelter animals.
* Create an environment in which volunteers feel welcome to participate and support the organization’s behavior program and work with the Volunteer Manager to develop safe handling training and opportunities for volunteers to assist with supporting shelter animals’ behavioral plans.
* Expand training to assist PSPCA adoption counselors and adopters with canine or feline matches, especially regarding animals with specific behavior plans which would need the continuation of such plan in the home environment to insure success.
* Ensure timely behavior modification plans are sent home with adopters of specifically pre-identified dogs or cats
* Maintain effective training advice post-adoption for PSPCA adopters.
* Oversee performance of animal trainers on premises and review any trainer whom the organization may recommend to adopters to verify training techniques match organizational principles and philosophy.
* Ensure any fee-for-service animal training or behavior modification program is addressing the needs of adopters to allow animals to remain in adoptive homes. Encourage flow of PSPCA animals entering public training.
* Participate in regular lifesaving meetings which are meant to highlight individual animal’s needs, progress and best possible outcomes for the animal, potential adopters and rescue partners.
* Participate in any post lifesaving meetings which address concerns for animals which may no longer be appropriate for placement through the organization due to specific behavioral or medical concerns which create a barrier to safe and successful adoption or rescue placements.
* Promote teamwork, communication, and cooperation between all other departments.
* Provide responsive customer service to adopters, other members of the public, volunteers, and other staff.
* Develop new ideas with colleagues and staff in order to work toward PSPCA’s strategic goals. Assist in seeing that the department’s goals and objective are achieved within defined time periods and that all reporting and tracking functions are accurately maintained and submitted.
* Ensure that all protocols, policies and procedures are properly documented and implemented.
* Ensure that the facilities and equipment are maintained in a safe, clean, and serviceable condition and that staff are trained in the proper and safe use of all equipment, as needed in the performance of their job duties.
* Perform duties in a manner that encourages attainment of goals, contributions and business for PSPCA and its programs.
* Maintain the confidentiality of all information.
* Always treat people and animals with respect, contribute to effective teamwork, promote staff cooperation, and foster public relations beneficial to PSPCA.
* Perform other duties and assist the shelter director as assigned.

PHYSICAL/ENVIRONMENTAL REQUIREMENTS:

* Sit for long and short periods of time viewing a computer screen and seeing printed documents.
* Repetitively use hands to type on a computer keyboard and use a computer mouse for long and short periods of time.
* Flex the neck upward and downward; twist the neck and the waist.
* Lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain animals when necessary.
* Push/pull moderately heavy objects up to 50 pounds. Walk dogs weighing up to 160 pounds in a variety of weather conditions.
* Bend, stoop, squat, reach above and below shoulder level, grasp and turn objects, stand, and/or walk frequently and repetitively throughout each shift.
* Assess medical and behavior changes in animals both visually and audibly.
* May communicate via handheld radio or cell phone.
* Work environment includes constant exposure to animals and animal allergens.
* Drive an automobile.

**EDUCATIONAL REQUIREMENTS:**

* B.A. or B.S. required, with specialized education in animal behavior field (animal behavior/cognition, experimental psychology, zoology, animal science, etc.) preferred; M.Sc. or M.A. preferred
* If Bachelor’s Degree is not in animal behavior, must be CPDT-KA or CBCC-KA certified or have comparable certifications such as associate certified animal behaviorist and/or completed Dog Behavior and Training course of study or comparable training at another animal shelter.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Minimum of 3 years’ experience handling and evaluating animals with behavior issues;
* Minimum of 3 years’ experience working in animal shelters
* Minimum of 2 years’ experience managing personnel, preferably in an animal-related industry; experience managing a behavior team in a shelter strongly preferred
* Must be comfortable and knowledgeable in physically handling behaviorally challenging animals.
* Must possess knowledge of common health and behavior problems in companion animals as well as learning theory. Demonstrated experience using positive reinforcement methods of animal behavior modification.
* Ability to work independently and effectively with other managers and staff in order to accomplish daily tasks as well as strategic plans and contribute effectively as part of a team.
* Supervisory experience managing a team of staff and volunteers in a dynamic environment.
* Effective written and verbal communication skills. A self-starter, facilitator, and organizer.
* Computer literate.
* Ability to balance organizational and financial priorities.
* Affection for animals, concern for their welfare and a willingness to accommodate animals in the work place. Must be able to handle the physical and emotional aspect of work in an animal shelter environment, including euthanasia.
* Ability to communicate with the public, volunteers and co-workers in a pleasant and tactful manner at all times. Must exhibit maturity, good judgment, sensitivity and professionalism.
* Demonstrated ability to meet goals and objectives.
* Good analytical skills and ability to identify and assess issues/opportunities.
* Be comfortable and skilled in working with a culturally diverse staff, volunteers and community.
* Must have a valid Driver’s License and be in good standing with Department of Motor Vehicles

**IMMEDIATE SUPERVISOR**: Director of Humane Law Enforcement and Shelter Operations

**HOURS** FLSA STATUS: EXEMPT POSITION Minimum of 8 hours per day, 40 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. May include weekends, night, and holidays.

**INTRODUCTORY ASSESSMENT PERIOD**

The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT**

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.