

JOB DESCRIPTION

**Director of Shelter Services**

FLSA Status: Exempt

**SUMMARY**: The Director of Shelter Services will lead animal programs of the PSPCA including intake/behavior, animal care, foster care, adoptions including off site adoption outreach, and rescue partnerships. These services provide the necessary infrastructure to achieve PSPCA’s mission. The director must coordinate interdepartmental services to provide humane housing and care and ensure that animal programs decisions and plans are carried out and departmental goals are met. 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**

1. Directs and monitors all aspects of PSPCA’s animal programs including animal intake, behavior, animal care, foster care, adoptions including off site adoption outreach, and rescue partnerships.
2. Provides direct supervision to Managers of Lifesaving, Animal Care and Transport, Behavior and Volunteers. Conducting performance evaluations and processing necessary payroll operations.
3. Provides indirect supervision to animal care attendants, adoption counselors, foster/ rescue coordinators, behavior specialists and volunteers.
4. Assure adequate numbers of qualified and trained staff are available to perform all necessary functions via interviewing, selection, supervising, and hiring management and supervisory staff. Oversee hiring and supervision of direct care staff in intake/behavior, animal care, foster care, adoptions including off site adoption outreach, and rescue partnerships.
5. Assist with the establishment and implementation of written standards of care, standard operating procedures and training tools for all work areas.
6. Assure quality housing and care is provided to all animals in PSPCA’s care.
7. Lead the Manager of Animal Care and Transport to ensure the following:
	1. Proper daily care, feeding and medicating of all animals at PSPCA; and that all animals are handled and housed appropriately, and socialized humanely.
	2. Medical or behavioral conditions are identified and reported to the veterinary or behavior staff.
	3. Animal care task sheets/ walk logs are completed.
	4. Supplies, food and equipment used in kenneling and feeding of animals are tracked and insure orders are placed accordingly, so that the division has the supplies needed to care for the animals.
8. Lead Lifesaving Managaer to ensure the following:
	1. Animals brought in as owner surrenders or strays match organizational goals and balance with the animals coming in through humane law enforcement and transfer partnerships.
	2. Adoption goals are met through adequate staffing, excellent customer service, and matching animals with appropriate homes.
	3. Ensure adoption outreach activities are achieved and all vehicle and driver guidelines are met.
	4. Ensure proper number of trained foster care providers are available and appropriate medical and behavioral fosters are placed in homes as well as veterinary appointments and follow ups are scheduled as needed.
	5. Evaluate and maintain rescue partnerships to ensure animals are placed in reputable organizations which match the mission and vision of the Pennsylvania SPCA.
9. Oversee and assist with behavior evaluations of current shelter guests using designated assessment tools (currently ASPCA SAFER or proprietary cat behavior assessment). Review and assess individual animal behavior evaluations, as needed. Ensure appropriate application of behavior matrix in decision-making process. In collaboration with Lifesaving Team, evaluate animals to determine if the animal matches adoption criteria.
10. Working with Volunteer Manager to create an environment in which volunteers feel welcome and are given constructive feedback when working in the animal areas.
11. Keep staff and associated volunteers informed of departmental policy, procedures and any changes.
12. Assist in the preparation and adherence to budgets for operational programs
13. Maintain animal data base and monitor animal inventory for accuracy in accordance with organizational policy and procedures.
14. Produce and maintain accurate statistics, reports and animal care programs data to support management reporting needs. Ensure data is input into the databases in a correct and timely manner, and that paperwork is correct and filed properly and promptly.
15. Work in close liaison with management team members in planning, organizing and coordinating PSPCA programs and meeting organizational goals
16. 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. Monitor safety compliance and take immediate action to correct hazards. Establish, organize and maintain necessary documentation for OSHA/CAL compliance.
17. Ensure that staff and volunteers comply with all Federal, State, and local safety regulations and laws, as well as PSPCA policies and guidelines.
18. Assist with the establishment and adherence to procedures governing safe work practices including, but not limited to, wearing protective clothing and/or using equipment when necessary.
19. Follow safe driving practices and obey all traffic laws if driving a PSPCA vehicle.
20. Maintain an effective and high level of communication and cooperation with other PSPCA departments, staff, and volunteers, promoting inter-departmental teamwork, and a safe, productive work atmosphere.
21. Perform duties in a manner which encourages attainment of goals, contributions and business for PSPCA and all its programs.
22. Work cooperatively with other departments to fulfill commitments to corporate and individual sponsors in a manner that will encourage renewal of those sponsorships.
23. Perform other duties, as assigned.

**Physical/Environmental Requirements:**

1. Work environment includes constant exposure to animals and animal allergens.
2. Lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain animals when necessary.
3. Bend, stoop, squat, reach, grasp and turn objects, stand, and/or walk frequently and repetitively throughout each shift.
4. Push/pull moderately heavy objects up to 25 pounds. Walk dogs weighing up to 150 pounds in a variety of weather conditions.
5. Assess medical and behavior changes in animals both visual and audible.
6. Dexterity to handle animals and small objects.
7. Sit for long and short periods of time viewing a computer screen and seeing printed documents.
8. Repetitively use hands to type on a computer keyboard and use a computer mouse for long and short periods of time.
9. Drive a vehicle.

**Educational Requirements:**

A four-year college degree with preferred emphasis in business administration, management, or public service. Qualifying work experience will be considered as an alternative on the basis that one year of experience may be substituted for one year of education.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Prior supervisory experience.
* Minimum of five years work experience in caring for and handling animals in a safe, effective and humane manner, especially larger and possibly untrained pets.
* Minimum of two years experience working with community groups, volunteers and other nonprofit programs and organizations.
* Proven ability to work with, evaluate, coach and supervise staff. Experience developing staff into a cohesive team while holding individuals and work teams accountable for their results. Oriented to performance by objectives for individuals and teams.
* Knowledge of shelter maintenance techniques and accepted sanitary practices. Knowledge of common health and behavior problems in domestic animals and impact of environment, familiarity with symptoms of disease and basic quarantine protocol, and grasp of basic learning theory preferred.
* 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.
* Effective written and verbal communication skills. Ability to communicate with the public, volunteers and co-workers in a pleasant, courteous and tactful manner at all times.
* Affection for animals, concern for their welfare and a willingness to accommodate animals in the work place.
* Always promote a humane and caring attitude toward all animals.
* Computer proficient with Word, Access, and Excel; ability to learn new programs required. Internet savvy.
* Maintain the confidentiality of all information.
* Good analytical skills and ability to identify issues/opportunities. Accomplishes problem-solving within existing resources; does not rely on additional dollars to resolve problems.
* 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 in any state within which operator’s license is issued

**IMMEDIATE SUPERVISOR**: Director of 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. Includes weekends, night, holiday and

**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.