



## Sonoma Humane Society Job Description

<b>Job Title:</b>	Cat Program Manager	<b>Location:</b>	Santa Rosa & Healdsburg
<b>Department:</b>		<b>Hours:</b>	40 hrs/wk
<b>FLSA Classification:</b>	Full Time, non-exempt	<b>Reports To:</b>	Director Of Animal Care

### SUMMARY

- The Cat Program Manager oversees the *Cat Care Partner* Volunteer program providing logistical and administrative support, strong leadership, education and guidance for volunteers. The Cat Program Manager develops a viable shelter enrichment program, educates staff and volunteers, conduct relinquishment interviews, develops behavior modification programs for cats in need, and assists Shelter Medicine in monitoring cat health. Work directly with the Director of Animal Care, Animal Care Technician Supervisor, and other staff members to assure the highest of standards in day-to-day shelter operations.

### DUTIES AND RESPONSIBILITIES

- Assist the Behavior and Training (B&T), Shelter Medicine, and Animal Care departments to ensure the shelter provides the highest quality care for cats at SHS.
- Develop and manage the *Cat Care partner* training for volunteers, including overseeing the Multi-Level *Cat Care Partner* Program.
- Oversee the SHS Cat Adoption program, including assessing, evaluating, administrating, promoting, and assuring effective implementation of all facets of the SHS Cat Adoption Program. Perform behavior evaluations as outlined by SHS Policies and Procedures on cats to determine the best placement.
- Work to identify any adoptable animals as candidates for all SHS offsite adoption center, and maintain oversight of the adoptable cat population for SHS offsite adoption Centers.
- Oversee the SHS *Cat Care Partner* program and volunteers.
- Oversee the implementation of cat adoption guidelines for the public, SHS website, and off-site adoptions.
- Oversee and update *Cat Partner* guidelines as needed.
- Write educational material for website and handouts.
- Provide counseling, education, and behavior support for adopters and fosters before and after adoption/foster as needed and requested.
- Assist the general public in the admittance of their pet or stray animals through proper interviewing techniques and completion of all necessary paperwork.
- Perform minor medical tasks such as gross physical examination, sub-Q vaccinations, microchip implantation, oral general de-wormer and blood draw at time of admittance, if needed.
- Accurately and completely enter admission and animal information utilizing the Shelter Buddy software.
- Provide enrichment for cats in the shelter to reduce stress and help implement behavior modification plans.
- Assist Volunteer Coordinator with promoting active and broad participation by *Cat Care Partner* volunteers.
- Communicate effectively and professionally with co-workers, management, volunteers, and the public at all times. Promote and emulate exemplary customer service.
- Promote positive relationships with guests, volunteers and staff while promoting the SHS programs, policies and philosophies.
- Assist staff, volunteers and the public in obtaining information about cat behavior and enrichment.
- Participate in SHS events including Outreach and Mobile Adoptions, Wags, Whiskers, & Wine fundraiser Gala, and weekly & Monthly staff meetings.
- Assist the foster program with orienting, training, and meeting with foster parents and releasing rescue cats into foster care.

- Screen prospective adopters and foster homes. Match animals with appropriate volunteer foster homes.
- Offer fosters/adopters education and behavior support.
- Respond professionally and quickly to incoming phone calls. Calls may include medical and behavioral consultation, medical emergencies, advice, support and technical instruction.
- Ensure that healthy and adoptable animals are available for viewing at various outreach events.
- Help to keep environment clean and sanitary, including cleaning cat litter boxes and similar duties.
- Transport animals to other animal welfare agencies.
- Other duties as assigned.

**Supervision:** This position reports directly to the Director of Animal Care. This position supervises the *Cat Care Partner* volunteers, and assists in oversight of the Animal Care Technicians.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of feline health and behavior issues, particularly those common in a shelter environment. (Canine health and behavior knowledge a plus)
- Keen understanding of feline body language. (Canine body language knowledge a plus)
- Ability to develop and carry out positive reinforcement training protocols.
- Must be articulate, organized and be able to manage multiple priorities.
- Must have the ability to be patient and tactful when interacting with challenging, sensitive or emotional people and issues.
- Must have strong active listening and communication skills.
- Working knowledge of Microsoft Word, Excel, Shelter Buddy and Infinity a plus.

### **QUALIFICATIONS**

- Experience working with cats in a professional capacity. Shelter experience a plus.
- Experience with feline behavior assessments.
- Must hold a valid CA driver's license, have dependable transportation, and be able to provide proof of insurability.
- Able to work a flexible schedule, which includes weekends and evenings.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with animals.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

**Work environment:** A busy office and working environment with frequent exposure and handling of animals with unknown behaviors and temperaments. May be required to clean up animal excrement and sanitize kennels and /or cages. There is the potential for exposure to parasites or infectious diseases that can be carried or transmitted by animals.

### **NOTES**

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

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Employee Name

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Manager Name

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Signature

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Signature

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Date

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Date