



845 West Ridge Road, Gainesville, GA, 770-532-6617, www.HSNEGA.org

POSITION: **Behavior and Enrichment Coordinator**
REPORTS TO: Shelter Operations Director
GRADE: Entry-level
HOURS: 40 hours/week, however, this position may have varying working hours including the ability to work nights and weekends as needed
CLASS: Full-time, hourly; compensation commensurate with experience

SCOPE OF POSITION

The Behavior and Enrichment Coordinator serves as a key part of the Operations team at the Humane Society of Northeast Georgia (HSNEGA). This position works closely with the Shelter Operations Director to achieve organizational objectives for rescuing, rehabilitating and adopting animals, manages HSNEGA's playgroup program, provides mental and physical enrichment to all animals and provides behavioral evaluations and plans as needed. This position attends to the emotional and behavioral well-being of the entire shelter population to maximize life-saving. Essential duties include but are not limited to:

Operational Duties

- Develop and implement the playgroup program's annual goals and objectives in conjunction with overall organizational objectives.
- Track data on the playgroup program especially in relation to operational goals and overall organizational goals.
- Keep all staff and volunteers up to date on changes to the playgroup program, provide staff and volunteer training as needed, and ensure staff is providing accurate information to volunteers and clients.
- Manage playgroup record keeping and ensure that information is up-to-date and accurate.
- Manage and maintain playgroup program materials and enrichment items including but not limited to manuals, training programs, tools, reports, kongs, treats, fight baskets, etc.
- Develop a working knowledge of all animals through hands-on interaction, review of related paperwork, and database information including health/behavioral data and personality.
- Conduct/oversee animal temperament assessments to promote successful adoptions, and develop behavior modification plans, when appropriate, for animals with undesirable behaviors.
- Work with the animal care and enrichment (ACE) team to develop and implement animal enrichment programs for the physical, mental and emotional care, comfort and well-being of the animals.
 - Serves as the lead for the Behavior Team, assessing issues and coordinating/communicating behavior plans.
 - Works with the ACE team to establish and document baseline behavior assessments and document and share information as needed. Makes recommendations on training for the animals once assessed.
 - Works with other staff, veterinarians, trainers and behaviorists to determine appropriate rehabilitation or maintenance for the animals.

- Provides ongoing training to members of the ACE team and assigned volunteers on appropriate animal handling including proper handling of difficult animals.
- Oversees the playgroup program and coordinates all enrichment activities for the rescues, including daily enrichment schedules.
- Trains/educate staff and volunteers on the proper dog to dog introductions/testing, cat to dog introductions/testing and how best to show animals.
- Ensures rotation of all qualifying dogs through daily playgroups.
- Responsible for ensuring sufficient daily exercise and time outside of their enclosure for all sheltered dogs while helping to coordinate assistance from staff and volunteers.
- Communicates promptly and effectively with other shelter staff in order to assure consistency of dog handling based on changing needs and to provide updates on individual behavior concerns.
- Regularly contributes and assists with the 30/60/90 plan to assess length of stay and the behavioral well-being of the shelter population.
- Maintains kennel environment by relocating dogs when behaviorally advantageous, designating daily kennel enrichment and providing for necessary kennel communication to guide staff and volunteers in ideal care for each animal.
- Communicates with Adoption Staff about dog behavior updates and adoption promotion opportunities unique to individual dogs.
- Provides adoption counseling to potential adopters for dogs specified as needing special adoption recommendations and/or support.
- Conducts dog-dog interactions as well as meet and greets with potential adopters, when requested
- Ensures enrichment areas and play yards are properly cleaned and maintained.
- Fit all canines in the large dog rooms with appropriate collars.
- Update canine disk colors and volunteer chalkboard on a regular basis.
- Assist with taking photos for marketing purposes.
- Assist with conducting both on-campus and off-site educational programs/tours.
- Regularly monitor the behavior of all adoptable animals and address issues as needed.
- Provide behavioral support to adopters as needed.

Volunteer Management Duties

- Work with the Community Relations Coordinator to recruit, interview, and screen enrichment and playgroup volunteers and match applicants with each program's needs.
- Develop, coordinate, schedule and lead playgroup training sessions; develop training manuals and related training materials.
- Assure all enrichment and playgroup volunteers receive the necessary training and support to perform their responsibilities consistently and safely.
- Maintain appropriate orientation materials, manuals, and handouts for enrichment and playgroup volunteers.
- Develop and maintain advanced or specialized playgroup, enrichment and dog walking training programs to ensure the continual growth of the programs.

Other Duties

- Monitors issues associated with the effective operation of HSNEGA; always advises Shelter Operations Director of situations/ happenings either complimentary or detrimental to HSNEGA or the animals.
- Flexible with scheduling and available when away from the facility as needed to meet the needs of the organization.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in the specific job description.
- Strives to remain current on best practices in shelter animal behavior to ensure HSNEGA is in compliance.

Physical Requirements and Work Environment

- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Occasional exposure to dead, sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Ability to handle routine and difficult public contacts and resolve conflicts in a positive manner.
- Must be able to deal with an often fast-paced and changing workload which at times can be stressful.
- Must have the ability to perform in a standard office, animal care, and kennel environments with exposure to hazardous chemicals.
- Ability to lift up to 50 lbs without assistance.

Knowledge, Skills and Abilities

- Minimum of one (1) year of prior animal shelter or animal behavior experience.
- Knowledge of breeds, diseases, medical conditions, and animal handling and behavior.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrated experience in dealing effectively and tactfully with the public.
- Promotes a collaborative, respectful, and supportive environment that inspires workplace innovation, fosters a strong sense of teamwork and collaboration and builds trustworthy relationships.
- Demonstrated ability to work with different software programs including MS Office and Pet Point.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment and discretion in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- High-level organizational skills including the ability to effectively prioritize in a fast-paced environment.
- Critical thinker who looks for and acts on opportunities to improve processes and systems that will enhance HSNEGA's mission.
- Valid Georgia driver's license and clean driving record.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship