



JOB DESCRIPTION

Job Title:	Dog Behavior Manager
Department:	Clinic
Classification:	Full time, exempt
Job Relationship:	Reports to Director of Medical and Behavioral Services. Works closely with Shelter Director and the Shelter Department team
Position Summary:	Under the direction and supervision of the Director of Medical and Behavioral Services, the Dog Behavior Manager will be responsible for providing scientifically based behavioral support for all dogs from intake to outcome. This position will work daily with dogs, staff and volunteers to achieve the following primary tasks: use high quality assessment strategies and behavior modification protocols to increase adoptability and improve quality of life for the dogs in Rescue Village's care; create enrichment plans to reduce stress; track progress and collect data about the shelter's dog programs; coach staff and volunteers on how to safely work with dogs and meet their behavioral health needs; educate community members, staff and volunteers with regards to dog behavior through training.
Revised:	11/04/2021

Essential Job Functions:

Assessment and Support of Canine Behavior and Welfare

- Provide behavioral support, enrichment and training expertise for all dogs in the care of Rescue Village
- Gather full behavioral histories whenever possible and accurately document this information in the permanent animal record
- Work cooperatively with Shelter Department staff as assigned by the Shelter Director to perform timely behavior evaluations of dogs to determine safety for handling and suitability for adoption
- Regularly monitor the behavioral health of dogs, communicating observations and concerns with the Veterinary and Animal Care teams to help support treatment recommendations and progress
- Create and keep current humane, scientifically based behavior SOP's
- Ensure prompt development and consistent implementation of specialized behavior modification plans when indicated
- Respond to and manage emergent behavior needs as they arise and communicate handling plans to ensure staff safety

- Participate in daily medical/behavioral/sheltering rounds and provide behavioral information to facilitate timely disposition decisions (i.e. foster, transfer, euthanasia)
- Recommend dogs who may benefit from foster care; ensure foster caregivers are provided clear, actionable guidance and are instructed on how to support behavior modification and environmental management in a home setting to aid in future placement.
- Participate with Shelter Department staff in timely adoption behavior related follow-up support as necessary
- In collaboration with Shelter Director, provide and enforce guidelines and a schedule for regular, safe and enriching dog play groups, gathering and reporting data after each session.
- Consult with Shelter Department staff and potential adaptors about specific behavioral questions over and above animal behavior profiles as necessary,
- Adhere to all protocols set forth by RV including but not limited to medical and sheltering protocols, sanitation and disinfection protocols, and safety policies

Data Collection and Resource Development

- Collect daily data points to track an animal's behavioral progress from animal care staff, volunteers, personal observation and other sources to create individualized animal behavior profiles for use by Staff and Volunteers
- Make detailed individualized behavior profiles available to Staff to aid in proper animal care and enrichment and also to volunteers and the public utilizing technology and signage.
- Using Shelter Luv and other applications keep animal behavior records up to date daily and in the moment for the benefit of the dogs and the knowledge and safety of the Staff and Volunteers
- Develop a behavior library of resources, video footage and behavioral mod SOP's
- Define and track useful KPI's for the evaluation of existing programs and potential creation of new behavioral services

Training and Coaching

- Train and coach staff and volunteers in low-stress handling techniques, body language, enrichment and recognition of stress, defensive handling and safe management of behavioral challenges
- Supervise and coach staff and volunteers, when appropriate, in assisting with behavior modification plans
- Provide a welcoming environment for staff and volunteers to learn and build their skills
- Plan, develop and launch behavioral training courses for Rescue Village dog adopters, and the general public, in collaboration with the Executive Director, the Director of Medical and Behavioral Services and other key staff as appointed by the Executive Director. To include the oversight of contractors or additional staff toward a successful, sustainable Rescue Village training program

Customer, staff and volunteer service

- Represent Rescue Village in a professional and courteous manner at all times. Provide quality service to customers, volunteers, and staff recognizing their individual contributions to the success of our organization
- Works with other Rescue Village teammates, departments, and members of the public effectively, courteously and professionally at all times
- Refer clients to appropriate staff for service
- Serve as an educational resource for clients, staff and volunteers

Qualifications:

- High school or equivalent education;
- Certification from reputable dog behavior professional program (ie CCPDT, KPA, IAABC etc.) or comparable experience preferred
- Fear Free® certification required or within 30 days of employment.
- Basic computer skills using Windows software
- Must be able to pass a background check
- Valid driver's license in the state of Ohio

Knowledge, Skill and Abilities Needed to Perform the Essential Functions of this Position:

- Professional, team player with a "can do" attitude who is willing to learn and to be flexible under sometimes stressful circumstances
- Able to take direction and problem solve while also able to work independently and confidently using superior discretion and judgment.
- Excellent oral and written communication skills with outstanding attention to detail
- Organized with excellent time management skills; able to multitask effectively with an appropriate amount of independence
- Acquire and possess a thorough understanding of, and dedication to, animal welfare issues and policies of Rescue Village.
- Must have flexibility in schedule to accommodate program needs

Physical Demands/Working Conditions:

Work is performed constantly in an animal shelter that operates seven days per week with exposure to dogs, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents. The person in this position needs to be able to stand, walk and/or perform physical work (such as lifting, scrubbing, mopping, bending) for up to 10 hours a day. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Constantly positions self to handle dogs of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Frequently positions self to perform shelter and animal cleaning functions. Constantly communicates with staff members and volunteers who have inquiries about their job responsibilities and animal needs and must be able to exchange accurate information in these situations. Must be able to detect and recognize animal behavior that is potentially dangerous. Regularly moves dogs weighing up to 50 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, onto and off of exam tables). Must be able to modify work schedule to meet Rescue Village's operational needs.

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

COVID-19 considerations:

Currently, we are currently asking all staff and volunteers to wear a mask indoors, regardless of vaccination status.

Resumes should be submitted via email to Megan Volpe, DVM, *Director of Medical and Behavioral Services* at vet@rescuevillage.org. No phone calls, please.