

## **Humane Animal Partners**

**Title:** Dog Case Manager

**Reports to:** Director of Operations

**Location(s):** Wilmington, Stanton/Christiana, with occasional travel to Rehoboth

**Schedule:** Sunday through Thursday, 9am-5pm

**FLSA Status:** Exempt

**Overview:** This position provides case management of dogs from pre-intake to outcome, with a focus on behavior and foster support. The purpose of this role is trifold: to prevent the intake of dogs into the shelter when in the best interest of the dog and where providing alternative solutions is feasible; monitor and minimize length of stay by supporting at-risk dogs through the shelter system via behavior and enrichment programming and foster placement; assist with best placement of at-risk dogs into homes, rescues, working dog programs, etc. and participate in behavior-related euthanasia decisions as appropriate. While this role does not directly oversee staff (at this time), it coordinates heavily with other managers, as well as directly trains and supports staff, volunteers and fosters in the areas of behavior and enrichment, and shares in Manager on Duty responsibilities. This role also generates revenue for the organization through periodic public training classes, workshops and/or grants.

### **Duties & Responsibilities:**

- Building upon established protocols, continue to develop and implement organization-wide behavior and enrichment programming
- Assess in-custody dogs showing behavior concerns and create behavior modification plans that use positive reinforcement techniques
- Monitor and train kennel staff in implementing behavior modification plans
- Train staff/volunteers to safely and effectively handle all types of dogs in our care
- Create and implement a dog playgroup program
- Oversee the dog intake request list, triage behavior-related intake requests, and track pet retention data
- Assist Dog Department Managers with educating behavior case dog adopters and coordinating their adoptions
- Assist and support kennel staff with challenging dog meets and introductions
- Perform thorough behavior assessments on dogs during intake assessment appointments, as needed, to determine intake status
- Participate in length of stay and population rounds meetings
- Participate in behavior-related euthanasia decisions as needed

- Work with outside organizations or individuals to find alternative placements for at-risk dogs
- Actively seek out fosters for behavior case and kennel stress dogs, and support those fosters with training and behavior modification plans
- Act as Manager on Duty when applicable (supervise staff and activities while assisting and triaging any problems that may arise)
- Assist with generating revenue by developing and hosting public training classes on a mutually agreed upon schedule
- Work with Director of Philanthropy to research and apply for grants that will support behavior and enrichment programming
- Speak about and support the organization's policies and position statements both internally and externally
- Other duties as assigned

### **Qualifications**

- Must be a certified dog trainer (CPDT-KA or equivalent), utilizing positive reinforcement techniques
- 1-2 years working in a shelter management/leadership capacity preferred
- Ability to work in a highly collaborative environment, while also being self-driven and able to work independently
- Strong writing and communication skills, including public speaking
- Proficiency with computers is essential, including creating, navigating and editing spreadsheets, organizing digital files, and responding to emails/Slack messages
- Must be able to safely handle dogs of all breeds, temperaments and sizes
- Occasional holiday coverage is required
- Drivers license in good standing with the ability to travel between HAP locations during work shift

### **Physical Requirements:**

- Must be able to routinely lift 50 pounds
- Work may require long periods of standing and exposure to wet conditions in a noisy environment, as well as time outdoors
- Must be able to perform strenuous physical activity on a regular basis, including, but not limited to: animal restraint, lifting and carrying, reaching, stooping, squatting, cleaning, and bending

### **Working conditions**

- Work is performed in a shelter or clinic setting
- Consistent exposure to animals and animal allergens under conditions with limited alternatives available
- Exposure to common disinfectants typical, including (but not limited to): Rescue, KennelSol, and bleach