Job Title: Behavior and Health Associate

Department: Shelter

Classification: Full-time or part-time, hourly, non-exempt, non-seasonal

Job Relationships: Reports to Behavior and Health Supervisor, works closely with Behavior and Health Coordinators, Shelter Veterinary Technicians, clinic staff, associates and volunteers.

Position Summary: The Behavior and Health Associate supports the Behavior and Health Department in the administrative duties related to the Humane Society of Boulder Valley’s (HSBV) evaluation, rehabilitation, foster, adoption, and transfer programs. Makes every effort to gather necessary health and behavior information to aide in efficient adoption decisions. Coordinates and administers shelter animal vaccinations consistent with protocols. Coordinates efforts to achieve excellence in animal and client services for overall operations of HSBV’s programs.

Essential Duties and Responsibilities:

Administrative Support

- Answers phone calls to the Behavior and Health Department in a timely manner; uses discretion to direct phone calls to Behavior and Health Coordinators or Behavior and Health leadership personnel as necessary.
- Retrieves and responds to department voicemail; forwards messages as appropriate.
- Responds to department email across multiple inboxes.
- Achieves a 24-hour response time to incoming department communications across all sources including voicemail, email and facsimile.
- Maintains medical and behavior records for shelter animals, and performs computer data entry daily.
- Utilizes shelter software to run all reports necessary to support the daily functions of the Behavior and Health Department.
- Contacts rescue groups regarding the transfer of animals.
- Contacts previous guardians regarding the disposition and reclaim options for surrendered animals.
- Participates in the creation, implementation, and training of standard operating procedures (SOP’s).
- Maintains the department schedule including transfers in/out, foster appointments, and use of the Forester and transfer vehicle.

Animal Intake, Care, Evaluation, and Assessment

- Monitors the shelter’s animal population in order to maintain the integrity of HSBV’s animal sheltering programs. Alerts supervisor to potential population crisis, disease epidemics, or other factors that may compromise HSBV’s ability to maintain a live release rate above 90% and/or current length-of-stay initiatives.
- Assists clients when relinquishing animals to gather comprehensive and objective histories to aide in evaluation process.
- Supports Behavior and Health Coordinators daily in the evaluation of new arrivals to assess adoptability and determine the final disposition of the animals: adoption, foster care, medical care, transfer, behavior rehabilitation, or euthanasia.
- Organizes the housing of shelter animals relative to their health, behavior, and available resources on a daily basis.
- Alerts staff veterinarians to animals requiring medical examinations or treatments. Administers vaccinations under the guidance of staff veterinarians.
Practices disease control measures to ensure health of shelter animals; responsible for cleaning, sanitizing, and maintaining Dog Exam and Cat Exam on a daily basis. Participates in training to learn or improve skills; receives and maintains certifications as required. Supports adoption, euthanasia, transfer, and guardian reclaim decisions made by Behavior and Health Coordinators and leadership team. Assists with euthanasia.

Program Support and Implementation
- Identifies potential animal candidates for programs such as Foster, Give a Dog a Bone, Give a Cat a Treat, and other programs designed for rehabilitation and to alleviate their stress within the shelter environment.
- Assists the Director of Animal Behavior and Sheltering and the Behavior and Health Manager by identifying animals in need of behavior checks and implementing behavior plans as needed.
- Recruits, schedules, and handles appointments with foster volunteers. Participates in foster volunteer training.
- Manages transfer program by maintaining positive, cooperative relationships with transfer partners. Selects, schedules, and manages arrival of transfer animals.
- Drives shelter vehicles to select and assist with transfer of animals, both day trips and occasional overnight trips.

Staff Support and Training
- Models excellence in animal husbandry and relationships. Provides support and coaching to staff and volunteers.
- Develops, implements, and maintains training curriculum to support staff and volunteer development.
- Conducts training for Animal Welfare Associates, Adoption Specialists, veterinary students, volunteers, and others as assigned (including, but not limited to, all aspects of safe animal handling, Meet Your Match ™, PetPoint, Tails on Trails, and fostering) in alignment with HSBV safety practices, commitments and goals.
- Contributes to employee performance appraisals.
- Maintains positive, cooperative relationships with Training and Behavior staff to promote a team effort in evaluating and managing each animal’s behavioral health.
- Maintains positive, cooperative relationships with Veterinary staff and promotes a team effort towards supporting each animal’s health and medical treatment.
- Maintains positive, cooperative relationships with Volunteer department to promote a team effort in supporting and staffing animal enrichment programs.
- Participates on committees as assigned.

Animal and Client Services
- Represents HSBV in a professional and courteous manner at all times.
- Models quality service to both people and animal clients. Assists staff in situations requiring immediate problem solving; responds to animal needs.
- Promotes good public relations in accordance with HSBV practices; gets involved in situations that could be potentially damaging to the professional image of HSBV.
- Informs supervisor of developments that may affect HSBV or the department including departmental progress, client concerns, and personnel issues.
- Advises clients on HSBV programs & services; educates clients on animal welfare-related issues and referral programs.
- Works cooperatively with animal welfare agencies, rescue groups, and others having regular interaction with the organization and particularly the Shelter Department.
- Actively promotes HSBV’s mission, services, programs and events.
- Actively supports staff and volunteers and promotes the development of skills related to the advancement of our goals and mission.
- Participates in animal care and adoption counseling as needed.
**Safety**

- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk.

**Qualifications:**
High school diploma or equivalent required; experience in animal health, care, or welfare; experience in animal health and handling, breed identification. Minimum one-year customer service experience. Must possess a Colorado driver’s license with an insurable driving record. Must be willing to assist certified personnel in performing euthanasia of animals. Bilingual (Spanish/English) individuals encouraged to apply.

**Knowledge and Skills:**
Excellent communication and leadership skills. Detail-oriented and able to make decisions regarding the welfare of animals. Exercises good judgment when dealing with the public and staff, and able to exercise good judgment when dealing with confidential information/employee issues. Committed to maintaining the integrity of HSBV’s adoption program and the mission of the Humane Society of Boulder Valley.

**Work Conditions:**
Work is performed in an animal kennel environment and office environment. Exposure to cleaning agents when in kennel area. Exposure to animals at all times. Subject to animal bites and scratches while handling animals of questionable temperament. Occasional lifting of up to 50 pounds. Frequent standing/walking/bending/lifting for 8-10 hours per day.