



POSITION TITLE: Pathways Coordinator

POSITION SUMMARY

The Pathways Coordinator is responsible assisting with each of the various pathway areas – medical, foster, behavior, and customer care, in a variety of ways. Duties include many admin functions including calling fosters to arrange for check-ups, assisting with prepping pets for off-site events, helping with vet runs, working at the front desk, entering data into the computer, assisting with medical exams, and a variety of other duties. Also, maintaining a clean, clutter-free facility while providing daily care to pets at Heritage Humane Society is required. Great customer service skills in a fast-paced environment while maintaining a positive attitude with a focus on teamwork is expected as part of this role. The perfect candidate will be cross-trained and willing/able to work with dogs, cats, and small critters and be able to assist with a variety of other duties as needed.

SUPERVISOR: Animal Care/Pathways Manager

STATUS: Non-exempt (full time hourly of approximately 36 to 40 hours per week)

RATE OF PAY: \$12.50 - \$15.50 per hour

Make decisions for the pets in our care based on the Five Freedoms of Animal Welfare.

Freedom from Hunger and Thirst

By ready access to fresh water and diet to maintain health and vigor.

Freedom from Discomfort

By providing an appropriate environment including shelter and a comfortable resting area.

Freedom from Pain, Injury or Disease

By prevention or rapid diagnosis and treatment.

Freedom to Express Normal Behavior

By providing sufficient space, proper facilities and company of the animal's own kind.

Freedom from Fear and Distress

By ensuring conditions and treatment which avoid mental suffering.

BASIC REQUIREMENTS AND RESPONSIBILITIES

- Responsible for providing support to fosters including scheduling times for fosters to come for weekly check-ups, vet appointments, and to return pets to shelter for adoption. Assist with maintaining the board of active fosters and where they are in the progression AKA pathway.
- Return emails and phone calls to fosters so they are updated on what is coming next.
- Assist with medical exams and entering medical records for pets in our care into the database. Participate in rounds with our contract veterinarian team including following up on on-going care and treatment per the shelter standards and veterinarians directive.
- Work with the Pathways Team on the flow for each pet in the building and help make sure that there are no barriers for the animal to move through the program.
- Assist with cleaning the medical zones and maintaining an orderly and clutter-free exam room.



- Front Desk – Greet customers warmly and provide information to assist them. Answer phones, conduct adoptions, process intakes, assist with filing, data entry, accept and record donations, help with the retail store, and other duties as required for working at the front desk.
- Help with Kibble Kitchen as needed.
- Direct members of the public and provide excellent customer service at HHS.

On an as-needed basis, all animal care and pathways staff members will:

- Provide appropriate and adequate food and water to all resident animals including special diets as defined by program leadership.
- Exercise animals as weather conditions and space permit.
- Maintain kennels, cages and other housing environments in a sanitary condition and according to HSUS guidelines throughout the day by removing wastes, scooping or changing litter pans, removing soiled bedding, and maintaining sanitary food and water dishes.
- Provide enrichment and training for animals as deemed appropriate.
- Maintain clean spaces throughout the shelter placing cleaning supplies, tools and supplies out of view of the public eye and stored in the proper place.
- Engage guests in showcasing adoptable animals that would be a good match for their household. Listen to their needs and make decisions on which pets to show using sound reasoning and good judgement.
- Help to oversee the Fido Field Trip program – working with the team to determine which dogs to send out and what requirements we have for them. Track their success on the field trips. Ensure the vaccination history is appropriate for the destination.
- Provide enrichment and mental stimulation for pets at HHS. and join difficult discussions as needed about a pet's pathway.
- Work in conjunction and train volunteers, court-ordered community service workers and community members. Take time to lead by example, and to assist on ways to improve.
- Maintain laundry and dishes.

ADDITIONAL RESPONSIBILITIES

- Respond to customer problems and concerns as requested.
- Participate in special events and other duties as assigned.
- Work collaboratively with all other staff members to ensure animals are being cared for properly and moving through the system efficiently.
- Follow policies and procedures set forth by the Heritage Humane Society Employee Manual and SOP and by management.
- Be respectful of coworkers and treat both co-workers and volunteers in a professional manner.
- Follow all safety rules for self and animals.
- Other duties as assigned.



QUALIFICATIONS

1. A fundamental commitment to the welfare of companion animals and a strong commitment to the mission of Heritage Humane Society. Compassion for animals is required.
2. One year of direct animal experience – ex. Animal shelter, vet office, or boarding facility.
3. Ability to lift 30 lbs or more with assistance.
4. Proven ability to work with the public under various circumstances and in a setting that places a high value on customer service is considered mandatory.
5. Superior oral communication and customer service skills.
6. A valid state driver's license with a clean driving record preferred.

AVAILABILITY AND BENEFITS

- Full Time hourly position with a regular schedule and benefits.
- Some fluctuation of hours may occur depending on the animal population and staff leave requests.
- Must have weekend and holiday availability.
- Benefits: health insurance (HHS covers 75%), dental insurance (HHS covers 50%), paid time off, discounts on retail merchandise and other perks are part of the compensation package after 60 - 90 days of probation.

ENVIRONMENTAL CONDITIONS

- Normally works in an environmentally controlled building, but some outside work and driving may be necessary.

OTHER CONDITIONS THAT ARE UNIQUE TO THE POSITION

- Possible exposure to various common canine and feline illnesses and behaviors requires caution and proper use of appropriate protective equipment such as gloves, grab poles, goggles etc.
- The ability to handle the emotional and physical conflict of working in an environment that euthanizes animals that are aggressive, very sick and do not meet HHS adoptability criteria.