



POSITION TITLE: Pathways Coordinator

POSITION SUMMARY

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

SUPERVISOR: *Senior Director of Medical & Animal care, Customer Care & Compliance Manager*

DIRECT REPORTS: *None*

CLASSIFICATION: *Full-Time*

FLSA STATUS: *Non-Exempt*

RATE OF PAY: *\$16.00 - \$18.00 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

- Assist with routine vaccinations/wellness care and in-house testing.
- Assist with cleaning the medical/isolation zones and maintaining an orderly and clutter-free exam room.
- Responsible for assisting with providing support to fosters, including scheduling times for fosters to come for weekly check-ups and vet appointments and to return pets to the shelter for adoption. Assist with maintaining software of active fosters and where they are in the progression of their pathway.
- Assist with prepping for spay/neuter days.
- Return emails and phone calls.



- Assist with medical exams and enter medical records for pets in our care into the database. When needed, participate in rounds with our contract veterinarian, including following up on ongoing care and treatment per the shelter standards and veterinarian's directive.
- Work with the Pathways Team on the flow for each pet in the building and help ensure that there are no barriers for the animal to move through the program.
- Cross train to other departments to assist where/when needed.
- Help with Kibble Kitchen as needed.
- Direct members of the public and provide excellent customer service at HHS.
- Must be flexible and reliable, and able to pivot as needed to assist in all areas of the organization.

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, soiled bedding, and sanitary food and water dishes.
- Provide enrichment and training for animals as deemed appropriate.
- Maintain clean spaces throughout the shelter, keeping cleaning supplies, tools, and supplies out of the public eye and stored in the proper place.
- Engage guests in showcasing adoptable animals that would match their household well. Listen to their needs and decide which pets to show using sound reasoning and good judgment.
- Help with 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. Join difficult discussions about a pet's pathway as needed.
- 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.
- Collaborate with all other staff members to ensure animals are properly cared for and move 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 professionally treat both co-workers and volunteers.
- 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. The ability to draw core vaccines and a small volume of blood for in-house testing is required.
4. Ability to lift 30 lbs. or more with assistance.
5. A proven ability to work with the public under various circumstances and in a setting that values customer service is considered mandatory.
6. Superior oral communication and customer service skills.
7. Valid Virginia driver's license with favorable driving record; insurable by HHS insurance provider.
8. Minimum hiring age of 18.

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, and spay/neuter requirements.
- 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.

EQUAL EMPLOYMENT OPPORTUNITY

- Heritage Humane Society is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state or local law.
- Reasonable accommodations may be provided to qualified individuals with disabilities to enable them to perform the essential functions of the position.

TO APPLY:

- Email your resume to jobs@heritagehumane.org



Employee Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, and expectations associated with my position. I understand that this job description is not intended to represent a complete or exclusive list of all responsibilities and that duties may be modified or assigned based on the needs of the organization. I attest that I have not been convicted of animal cruelty or neglect in any US state.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____