

Animal Care Associate: Enrichment

Job Description

Class: Non-Exempt

Revised: August 2020

Reports To: Executive Director

Supervises: None

This position is all inclusive of all animal care and enrichment positions.

VISION: Provide the best possible care, comfort and compassion for animals residing at ACAPL. Seeing the best possible outcome for every animal within our care. Understanding the unique qualities of each animal and offering enrichment and engagement to improve their quality of life and ability to be adopted.

Please submit your resume, cover letter, and three references to mglouser@acapl.org with the subject line, Animal Care Associate or mail materials to Ashtabula APL, Attn. Executive Director, 5970 Green Road, Ashtabula OH 44004.

POSITION OVERVIEW:

- Provide all animals in Ashtabula County APL care with professional, conscientious, compassionate care, meeting physical and behavioral needs
- Handle dogs and cats and occasional other animals of all sizes, ages, temperaments and needs safely and appropriately
- Follow and maintain excellent knowledge of organization cleaning, sanitation, and disease prevention protocols in order to provide a safe, clean environment for all
- Handle 'meet and greets' between potential adopters and animals in a professional, friendly manner. Understanding and addressing both the needs of the adopter and animal to help provide the best possible experience.
- Provide all animals with appropriate housing, food, water, bedding, toys and other mental stimulation and enrichment, social interaction with humans and, where appropriate, members of own species

- Maintain excellent knowledge of all shelter standard medical procedures, vaccines, preventatives, and common diseases and their symptoms, transmission, prevention
- Monitor health of animals and rapidly identify any health or behavioral issues and report to Assistant Animal Care Manager, Animal Care Manager or Executive Director.
- Work with staff and volunteers to get to know, provide for, transition, and promote adoptable animals Ensure all animals are clearly and consistently marked with accurate, up-to-date, easy to read information
- Assist veterinary staff by properly administering or restraining for vaccinations, microchips, blood draws, medications, and restraining for exams
- Provide basic grooming services to shelter animals as needed
- Provide professional, compassionate, stellar customer service to all who visit, call, volunteer, and donate
- Actively engage members of the public from the moment they arrive, assist and answer any questions
- Maintain knowledge of and communicate Intake, adoptions, and public Veterinary Care procedures as well as procedures and contact information for all organization programs and departments

SPECIFIC SKILLS:

- Compassion and empathy for animal and human clients
- Strong interpersonal and verbal and written communication skills
- Maturity, good judgment and professionalism
- Ability to work individually and on a team, multi-task and self-start
- Ability to remain calm and empathic in stressful situations

EDUCATION/EXPERIENCE:

- High school or GED
- Experience and comfort with animals
- Background in animal behavior or training a plus
- Prefer familiarity with computer functions and programs such as Internet and web-based programs, Microsoft Office

CONDITIONS

- Indoors in a high noise air-conditioned/heated building, outdoors at shelter or on location for various activities
- Equipment use: Includes use of PC, printer, copy machine, fax machine, telephone, and cleaning equipment and supplies
- Work hours: Work hours will vary, generally hours are scheduled between 7a.m.-7p.m. Weekend and holiday hours are required

- Regular exposure to animals and their bodily fluids, cleaning chemicals, fumes, dust, bites, and scratches.
- Heavy lifting and/or moving 50 lbs
- Regular upright movement, such as standing or walking
- Working independently, with minimal supervision
- Working in this field requires the development of self-care skills to combat compassion fatigue

SPECIAL REQUIREMENTS: Possess a valid driver's license

Level Attainment:

May choose behavioral or medical specialization or combination of both.

Level II

Ability to provide care for dogs on both the public and private wings of the shelter. Ten CEU/Continuing Education Courses in one of the following areas or pre-approved coursework through ACM or ED to enter level II; Each additional three trainings receives \$.10 raise (annually) until maximum reached or entry into Level III

Red Cross

Emergency Pet First Aid

Companion Animal CPR Certification

Humane Society of the United States

Ongoing/New Workshops available at:

<https://www.animalsheltering.org/trainings>

HSVMA Continuing Education Webinar Series - Live and archived webinars on animal welfare-related topics.

- Animal Cruelty Investigation and Reporting
- Companion Animal and Equine Behavior
- Ethics
- Geriatrics
- Shelter Medicine and Spay/Neuter
- Small Animal Medicine

Cambridge e-Learning Institute - On-line certificates in Animal Welfare and Animal Ethics. Basic Concepts in Animal Welfare

- Animal Behaviour and Welfare
- The Welfare of Working and Companion Animals

- Animal Welfare Law
- Animal Ethics

Fear Free – On-line certification program as well as elective courses. Courses include:

- Fear Free Behavior Modification Basics (Required within 90 days of hire)
- Fear Free Transport of Cats and Dogs
- Fear Free Reception and Waiting Area
- The Fear Free Exam Room
- Fear Free In-Hospital Care
- Fear Free Procedures
- Pre-visit Protocols: Complementary Therapeutics, Products, and Pharmaceutical

Human Animal Bond Research Institute (HABRI) On-line certification program. Courses include:

- Introduction to the Human-Animal Bond
- Communication
- Community Engagement
- Animal Welfare & Wellness
- Medical Care

University of Edinburgh-International Animal Welfare, Ethics, and Law -

- Animal ethics, policy and law
- Animal welfare in research, testing and education
- Companion animal welfare
- Captive and free-range wild animal welfare
- Clinical animal behavior

Additional Coursework may be approved by the Executive Director and or Animal Care Manager.

Level III

Ten CEU/Continuing Education Courses in one of the following above pre-approved coursework through ACM or ED or certification in one of the following areas combined with five CEU courses or approved coursework through ACM ED. Each additional three trainings receives \$.10 raise (annually) until maximum reached.

Certified Veterinary Technician
Certified Euthanasia Technician
CDT (Certified Dog Trainer)
CPDT (Certified Professional Dog Trainer)
CAAB (Certified Applied Animal Behaviorist)
ACAAB (Associate Certified Applied Animal Behaviorist)
Animal Related Bachelor of Science Degree

Additional Coursework may be approved by the Executive Director and or Animal Care Manager.

AT WILL EMPLOYMENT: There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Ashtabula County APL that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Ashtabula County APL at any time without cause. Ashtabula County APL is an equal opportunity employer. We do not discriminate against any employee or applicant because of race, color, sex, religion, age, national origin, disability, or any other basis protected by applicable federal, state, or local law. We assure you that your opportunity for employment with Ashtabula County APL depends solely on your qualifications.

NOTE: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.