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**JOB DESCRIPTION**

**Manager of Behavior and Enrichment- Main Line Location**

**The Pennsylvania SPCA’s Main Line Animal Rescue (MLAR)** is the largest division of the PSPCA, based in Chester Springs, PA. MLAR joined the PSPCA family in 2018, our team rehabilitates animals, both medically and behaviorally, at its sprawling 60-acre facility in Chester County, PA ~25 miles outside of Philadelphia. Known for its a state-of-the-art veterinary clinic, behavior programs and a devoted team of more than skilled 500 volunteers, MLAR provide compassionate extensive care to its residents in a tranquil setting.

The Pennsylvania SPCA, is a non-profit animal welfare organization founded in 1867, headquartered in Philadelphia and with additional locations in Lancaster County and Montour County, PA. The PSPCA’s mission focuses on preventing cruelty and improving the health and quality of life for animals in Pennsylvania.

MLAR is looking for a Behavior and Enrichment Manager that will bring experience and leadership to a dynamic culture and drive the long-term fulfillment of its mission. We are looking for an animal welfare professional that will create, brand and cultivate the future of the behavior program.

FLSA Status: Exempt

**SUMMARY**: The Manager of Behavior and Enrichment will work collaboratively with all animal program staff (across all sites) and volunteers to identify, prevent, and treat behavior issues in order to meet lifesaving and adoption goals and to ensure the most humane and shortest stay possible while creating the future of the program at the site. The Manager will be responsible for the behavioral assessment and treatment plan of each animal and making appropriate recommendations regarding outcome. The development and implementation of public dog-training classes will be the responsibility of this Manager, along with the creation of additional protocols designed to prevent surrenders or to keep adopted pets in their new homes. The intent of this job description is to provide a representation of the level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

**PRINCIPAL DUTIES:**

* Manage all aspects of the behavior program at our Main Line site, including the program’s volunteers and staff, under the general guidance of the Site Manager and Medical Director.
* Create a climate in which staff and volunteers are motivated and empowered to perform at peak levels in an effort to maximize the ability of the Program.
* Minimize the intake of difficult to place animals in order to maximize the total number of animals that can be accepted into adoption program. Give careful consideration to behavior and health of animals while keeping in mind current shelter population and adoption trends.
* Oversee and assist with behavior assessments and subsequently design and implement individualized behavior modification plans for animals exhibiting a wide variety of issues, including under-socialization; human aggression; severe animal aggression.
* The Manager is responsible for making a euthanasia recommendation while presenting historical behavior information to support the decision.
* Expand training to assist adoption counselors with creating appropriate and long-lasting matches while having open, unbiased, productive conversations prior to adoption.
* Ensure Behavior Plans are explained thoroughly and able to be carried out by families prior to the animal’s adoption.
* Design and implement a post-adoption follow-up procedure to assist with any behavior (or referring any medical) issues that may occurred since the animal was adopted.
* Develop and implement a daily enrichment program for all shelter animals utilizing the assistance of volunteers and staff outside the Behavior Department.
* Ensure accurate and timely data entry. Maintain and report statistics that accurately reflect the effectiveness of the intake and behavior departments and use that data to seek ways to increase effectiveness.
* Ensure that all protocols, policies and procedures are properly documented and implemented, including writing SOP’s for any newly designed procedures or programs.
* Stay abreast of current trends and research in the field of Animal Behavior in shelters.
* Collaborate with the Director of Human Resources to ensure adequate staffing levels by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and legal work environment; developing personal growth opportunities.
* Ensure that the facilities and equipment are maintained in a safe, clean, and serviceable condition and that staff are trained in the proper and safe use of all equipment, as needed in the performance of their job duties.
* Maintain the confidentiality of all information.
* Always treat people and animals with respect, contribute to effective teamwork, promote staff cooperation, and foster public relations beneficial to organization.
* Perform other duties and assist the animal programs director as assigned.

**PHYSICAL/ENVIRONMENTAL REQUIREMENTS:**

* Sit for long and short periods of time viewing a computer screen and seeing printed documents.
* Repetitively use hands to type on a computer keyboard and use a computer mouse for long and short periods of time.
* Flex the neck upward and downward; twist the neck and the waist.
* Lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain animals when necessary.
* Push/pull moderately heavy objects up to 25 pounds. Walk dogs weighing up to 150 pounds in a variety of weather conditions.
* Bend, stoop, squat, reach above and below shoulder level, grasp and turn objects, stand, and/or walk frequently and repetitively throughout each shift.
* Assess medical and behavior changes in animals both visually and audibly.
* May communicate via handheld radio or cell phone.
* Work environment includes constant exposure to animals and animal allergens.
* Drive an automobile.

**EDUCATIONAL REQUIREMENTS:**

* B.A. or B.S. required, with specialized education in animal behavior field (animal behavior/cognition, experimental psychology, zoology, animal science, etc.); M.Sc. or M.A. preferred
* Animal Behavior Society CAAB or ACAAB preferred, or eligibility to earn such certification within 2 years of hire
* Fear Free or Low Stress handling certification or a willingness to obtain certification within 60 days of hire;
* Must be CPDT-KA certified or have the ability to obtain certification.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Minimum of 5 years’ experience handling and evaluating animals with behavior issues;
* Minimum of 5 years’ experience working in animal shelters
* Minimum of 2 years’ experience managing personnel, preferably in an animal-related industry; experience managing a behavior team in a shelter strongly preferred
* Must be comfortable and knowledgeable in physically handling behaviorally challenging animals, including cats, dogs, equines, avians, and livestock.
* Must possess knowledge of common health and behavior problems in companion animals as well as learning theory. Demonstrated experience using positive reinforcement methods of animal behavior modification.
* Ability to work independently and effectively with other managers and staff in order to accomplish daily tasks as well as strategic plans and contribute effectively as part of a team.
* Supervisory experience managing a team of staff and volunteers in a dynamic environment.
* Effective written and verbal communication skills. A self-starter, facilitator, and organizer.
* Computer literate.
* Ability to balance organizational and financial priorities.
* Affection for animals, concern for their welfare and a willingness to accommodate animals in the work place. Must be able to handle the physical and emotional aspect of work in an animal shelter environment, including euthanasia.
* Ability to communicate with the public, volunteers and co-workers in a pleasant and tactful manner at all times. Must exhibit maturity, good judgment, sensitivity and professionalism.
* Demonstrated ability to meet goals and objectives.
* Good analytical skills and ability to identify and assess issues/opportunities.
* Be comfortable and skilled in working with a culturally diverse staff, volunteers and community.
* Must have a valid Driver’s License and be in good standing with Department of Motor Vehicles

**IMMEDIATE SUPERVISOR**: Site Manager

**HOURS** FLSA STATUS: EXEMPT POSITION Minimum of 8 hours per day, 40 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. May include weekends, night, and holidays.

**INTRODUCTORY ASSESSMENT PERIOD**

The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT**

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.