



## Behavior and Enrichment Specialist

<b>Job Title:</b>	Behavior and Enrichment Specialist
<b>Department:</b>	Operations
<b>Job Classification:</b>	(Full-Time; Non-Exempt)
<b>Job Relationships:</b>	Reports to Shelter Manager
<b>Pay Range:</b>	Role Range \$18.70-\$24.73 (Hiring Range \$20.50-\$21.50)

### Organization

The Santa Cruz SPCA has been a mainstay serving animals in our community since 1938. Although our organization originally provided animal control services for Santa Cruz County, since 2002 we have been a fully independent nonprofit animal welfare organization focused on cat and dog rescue and adoption, providing a robust curriculum of humane education programs, and offering a variety of programs and services that support keeping pets and their people together. In 2020, amid the global pandemic, we built and opened our brand new animal shelter. This modern, purpose-built facility has given us the ability to expand our impact and help more animals in need. **Our vision for the coming years is to double the number of lives saved and touched through our programs.**

The Santa Cruz SPCA is seeking team members who are driven to play a role in expanding and refining our operations to achieve this vision! We pride ourselves on being compassionate, collaborative, adaptable and driven by ingenuity. To effectively help needy animals we depend on teamwork between our staff, volunteers, clients, supporters and our community. We welcome feedback, contribution, fresh eyes and a fresh take so we can continually improve our operations. **If you are seeking a new role where you can make a true difference in animals' lives while having an opportunity to contribute to a growing organization, we would love to speak with you!**

### Role Summary

The SCSPCA Behavior and Enrichment Specialist plays an integral role in delivering on the organization's **mission to provide safe harbor for animals in need and promote an active humane community through adoption, advocacy, and education.** Guided by the Humane

Hierarchy, using science-based training and enrichment methodologies and an "Adopters Welcome" approach, this team member leads the charge in enhancing the animal's experience while in the shelter, supporting healthy canine and feline behavior, and assisting in the creation of well-prepared adopters. Our B&E Specialist also prioritizes building our "people-power" through the on-going training of volunteers, fosters, and staff members so we can positively impact more animals in need.

## Essential Duties & Responsibilities

Essential duties and responsibilities are listed below. Other duties may be assigned, as needed.

### Shelter Animal Behavior & Enrichment Programs (35%)

- Ensure the timely completion of behavior evaluations (for both cats and dogs) to assess intake and ongoing behavior and make recommendations for fostering, volunteer handling, and adoption matchmaking purposes.
- Develop individual behavior modification plans for shelter animals when behavior issue(s) are identified; train other staff and volunteers to participate in plans.
- Work collaboratively with the broader Operations Team to monitor animal behavior throughout an animal's stay. Use observations to adjust care strategies, perform follow-up assessments, and implement updated behavior plans that keep animals moving toward a positive outcome.
- Contribute to regularly scheduled "animal rounds" by making recommendations and contributing to discussions about individual animal's physical and behavioral health, enrichment needs, housing evaluations, stress reduction, and when necessary, euthanasia.
- Assist with the coordination of daily in-suite enrichment for both cats and dogs as well as dog playgroup. Continue to enhance and evaluate program in order to reach enrichment goals.
- Develop, complete, and maintain timely and accurate behavior records, including but not limited to behavior evaluations (initial and follow-up), individual animal plans, training and behavior modification sessions, change in behavior observations, incident reports, adoption recommendations, handling and enrichment recommendations, etcetera.
- Collaboratively develop, implement, and maintain three-way communication mechanisms between staff, volunteers, and adopters regarding need-to-know behavior information, training plans, and behavior observations.
- Produce the content for standard and individualized waivers that inform and educate adopters on known behaviors, history, and current behavior management/training plans.
- Work to obtain alternative animal placement by communicating behavior challenges/needs to current and potential transfer partners. Work cross-functionally to develop and implement improvements that continually enhance our shelter programs.
- Provide training to new and existing staff on topics including but not limited to behavior, training, enrichment, and "low stress" animal handling, as directed.

- Manage behavior, training and enrichment supply inventory, alert management of re-stocking needs.
- Visit local shelters for intake assessments, as needed.

### Volunteer Engagement and Supervision (35%)

- Work collaboratively with Volunteer team to develop and deliver volunteer training, and coach volunteers on an ongoing basis.
- Assist Volunteer Manager in recruiting and developing higher level volunteers to work with more complex behavior case animals.
- Assist Foster Care team with the training and support of behavior fosters.

### Client Care and Adoptions (15%)

- Provide pre-adoption behavior consultations for potential adopters of animals with more significant behavior needs to set the adoption up for success (phone, in person, email).
- Provide post-adoption counseling to support and guide adopters on resolving common behavioral issues (phone, in person, and via email).
- Provide pre-surrender and/or pre-return behavior support and assist with intake assessment, when necessary.
- Assist in performing potential adopter and dog-dog introductions with dogs who have more significant behavior needs, as directed.
- Work in partnership with the Client Care team to enhance programs around adopter behavior consultations, behavioral education for adopters, and the intake of animals with behavioral challenges.
- Provide continuing education to operations team (client care and animal care) around adoption counseling for behavior and training needs, as well as more complex meet & greets and dog-to-dog introductions.
- Evaluate and enhance branded written materials pertaining to behavior advice and support for adoptions, as needed.

### Other Programming and Responsibilities (15%)

- Coordinate and continue to develop the Ask the Dog Trainer program for post adoption behavioral support.
- Assist Humane Education staff with various tasks pertaining to the SCSPCA's youth programs as needed.
- Assist with community events, as needed.
- Warmly greet clients in-person, by phone, and by email and provide professional and caring information pertaining to the animals, the adoption process, donations, programming, and all other inquiry topics.

- Capture photo and video content to be used for social media and adoption marketing purposes.

Perform other duties as required/requested to ensure a positive public image, the well-being of animals and the public, and to improve the functioning of the organization.

## Qualifications & Job Requirements

### Education, Skill, Experience

- Minimum 2 years of professional or formal education experience pertaining to cat and/or dog behavior required.
- Force Free Dog and/or Cat Behavior/Training Certification, a major plus!
- Commitment to science-based, humane training methods.
- Extraordinary animal handling skills.
- Interest in both dog and cat behavior.
- Exceptional and professional verbal and written skills are required. Bilingual abilities are a plus.
- Proficiency with Microsoft Word, Excel, and Outlook; experience with Office 365 preferred. Ability and willingness to learn other software programs as necessary.
- Excellent organizational skills required, including the ability to establish priorities, work independently, and meet deadlines.
- A demonstrated motivation to learn and enhance one's knowledge.
- Must have a high degree of initiative, personal responsibility, and strong time management skills.
- Strong interpersonal and communication skills with the ability to work effectively with a wide range of people and mediate conflict constructively.
- Foster a team environment by working effectively with all staff and volunteers to collaboratively accomplish SCSPCA goals and objectives.
- Must have compassion and concern for both animals and people.
- Passionately supports the mission of the Santa Cruz SPCA and promotes the organization at every opportunity.

### Work Environment

Weekend and evening work may be required. At least one weekend day will be part of the regular schedule. Work is performed within an indoor/outdoor animal shelter setting. Potential for exposure to zoonotic diseases and disinfectants; Potential for exposure to dangerous and fractious animals; Potential exposure to high noise levels and unpleasant odors Potential for animal bites and scratches while handling animals.

### Physical Demands

Occasional lifting of up to 60 pounds; Frequently requires handling of materials up to 40 lbs. Regularly handle strong dogs weighing up to 150 lbs. Walking and/or standing for long periods of time. Work frequently in a bent position. May be required to use strength or agility in capturing and restraining stronger, more active animals. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

### Application Process

Please submit your resume and a cover letter through Indeed. No phone calls please. Resumes received without a cover letter will not be considered.

### Equal Opportunity Employer

The Santa Cruz SPCA is proud to be an Equal Opportunity Employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.