

**Effective:** April 1, 2024  
**Job Title:** Humane Education Coordinator  
**Department:** Development  
**Reports to:** Community Engagement Manager



**Primary Location:**  San Luis Obispo  Atascadero  Both  
**Travel Required:**  Yes  No  
**Remote Work Available:**  Yes  No  Limited  
**Employment Type:**  Full-time ( $\geq 30$  hours/week)  Part-time ( $< 30$  hours/week)  Temporary  On-Call  
 Exempt  Non-exempt  
**Schedule:** Average work week is 40 hours with weekend, evening and holiday availability

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**Mission:** Our Mission is to rescue and shelter homeless companion animals, promote responsible pet ownership, provide humane education and celebrate the human-animal bond.

**Vision:** Our Team is dedicated to delivering exceptional customer service, offering the best care within our means to every animal, and treating every individual, whether human or animal, with empathy and kindness. We strive to work efficiently, creating a positive and collaborative work environment that fosters growth and learning.

**Working Environment:** Work is conducted within an animal shelter environment. This may involve exposure to environmental factors, including temperature fluctuations, elevated noise levels, zoonotic diseases, animal waste, potentially hazardous chemicals or materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects, as well as the possibility of interacting with hostile individuals and handling dangerous or aggressive animals.

**Physical Requirements:**

- Must be able to stand, walk, sit, talk, hear and see, stoop, bend, squat, kneel, grasp, put fingers together firmly and reach above and below shoulder level and lift; push, lift or pull 50 pounds for situations of restraining or moving animals and lifting supplies, materials and equipment;
- Repetitively use hands to move animals around and operate computers;
- Flex the neck upward and downward; twist the neck and the waist;
- Specific vision abilities required are close and mid-range vision, distance vision, color vision, peripheral vision, and ability to focus;
- Appropriately and humanely restrain cats and dogs; control dogs on a leash; work with a variety of animals in multiple settings both in and out of the clinic/shelter;
- Be able to tolerate extended periods of 4 to 6 hours of performing moderately strenuous activities, standing, lifting, stretching and bending;
- Work in an environment with daily changes in climate;
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May require long hours, including evenings, weekends, and holidays, to ensure the shelter's operation and address emergencies or issues outside of regular working hours.

**Mental and Emotional Resilience:** Working in an animal shelter requires a commitment to support the animals in our care. This includes challenges of animal welfare, including euthanasia and potentially hostile or difficult situations.

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**Job Summary:** Under the supervision of the Community Engagement Manager, the Humane Education Coordinator (HEC) plans and executes on-site programs in all WHS facilities, such as youth camps, youth and adult volunteer programs, youth birthday parties, public seminars and workshops, and public tours, as well as off-site programs throughout the county, such as presentations to schools and other community organizations, and participation in key community events. Additionally, the HEC assists with third-party fundraising programs and events, community partnerships, donor relations, in-kind donations, social media marketing, and volunteer coordination.

### **Required Education and Experience:**

- High school diploma or equivalent;
- Successful completion of a Live Scan background check;
- Current Adult-Child-Infant CPR and First Aid certification required within 90 days of hire (Employer Sponsored);
- Mandated Reporter Training Certificate within 90 days of hire (Employer Sponsored);
- Camp counselor, teacher, or group leader experience;
- Possession of a valid unrestricted California driver's license with required auto insurance;

### **Preferred Education and Experience:**

- Experience working in animal shelters and/or advocating for animal welfare.

### **Essential Skills:**

- Mission Dedication & Work Ethic:
  - Displays an unwavering commitment to Woods Humane Society's mission;
  - Energetic, hardworking, and a collaborative team player;
  - Maintains a positive, enthusiastic, and professional image when representing Woods Humane Society;
  - Ability to handle animals safely with patience and gentleness and a personal commitment to animal welfare
  - Ability to have unbiased and non-judgmental interactions with the public.
- Communication & Engagement Excellence:
  - Exceptional written and verbal communication skills, capable of conveying information professionally and educationally to diverse audiences, with a focus on children of various ages and various group sizes;
  - Ability to clearly articulate the vision, mission, and goals of the organization to inspire and motivate;
  - Knowledge of teaching methods to accommodate the varied learning processes of both adults and children with skills in lesson planning and presentation;
  - Proficient in building partnerships and relationships, with ability to build alliances with schools and community organizations.
- Adaptability & Time Management:
  - Ability to set and manage priorities while remaining flexible to meet deadlines;
  - Able to thrive in a fast-paced environment, handling multiple tasks under pressure;
  - Maintains a flexible schedule, including availability for evening and weekend work.
- Analytical, Problem-solving & Organizational Abilities:
  - A collaborative approach to solving complex problems;
  - Exemplifies strong organizational and project management skills with the capacity to prioritize.
- Technology Proficiency:
  - Proficient in technology, including Microsoft Office Suite, and other job-related software and equipment;
  - Basic video conferencing, email and social media skills.

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- Compliance with Legal and Regulatory Framework:
  - Compliance with State, County and Department animal welfare laws and regulations;
  - Compliance with Mandatory Reporting regulations for California childcare providers.
- Confidentiality:
  - Handles confidential information with discretion.

### **Key Responsibilities:**

#### **General**

- Foster a robust and transparent working rapport with the Community Engagement Manager and the Development Team, ensuring open channels of communication pertaining to the department's, program initiatives, achievements, and setbacks;
- Demonstrate ethical behavior, integrity, and transparency (when possible), in all interactions, maintaining composure and adaptability in the face of challenges and setbacks;
- Actively listen and communicate clearly;
- Handle disgruntled volunteers, patrons and/or members of the public with compassion and patience;
- Leverage technology and tools to streamline processes and enhance productivity.

#### **Humane Education**

- Develop and coordinate Humane Education Programs at all WHS locations, which may include: after-school programs, school presentations, birthday parties at WHS, regular seminars and workshops, developing timelines, procedures and program goals.
- Deliver fun, informative, organized, and effective presentations to schools, youth groups and community organizations and coordinate humane education outreach efforts;
- Develop relationships with local organizations to promote collaborative efforts toward humane education for people of diverse backgrounds;
- Coordinate youth volunteer groups and lead youth group shelter tours;
- Conduct comprehensive research to enhance existing programs and formulate new initiatives aimed at educating the community on humane animal care, animal welfare issues and the activities of the organization. Ensure that all presentations align with the organization's mission and philosophy;
- Seek opportunities to promote the organization and humane education concepts at community events and in the media;
- Respond to requests and inquiries from classroom teachers as well as the general public about educational and engagement opportunities.

#### **Volunteer Program**

- Support the Volunteer Program, including but not limited to helping with onboarding and training volunteers in the SLO facility, providing guidance and direction ensuring a positive and productive experience.

#### **Social Media**

- Assist the Development Department in executing social media strategies, including creating and scheduling content, monitoring the social media calendar and responding to audience feedback and inquiries, including at least one weekend-day per week.

#### **Events**

- Assist the Development Department at Woods-hosted and third-party community, fundraising and outreach events and activities, including: coordinating volunteers, setting up and taking down booths, acting as a representative of the organization, nurturing relationships with vendors and venues; attending events; interacting with donors and the public at large.

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**Customer, Donor & Community Relations**

- Assist donors, volunteers, and the general public in a helpful, professional, and timely manner, in person, via telephone or by e-mail, providing a high level of personalized customer service.
- Accurately field questions regarding the organization's services and programs.
- Respond to donor calls to assist with coordinating in-kind donations, make updates to recurring donations, update mailing addresses, etc.

**Safety**

- Compliance with the organizations Safety Policies and Procedures, promptly addressing all safety concerns with any Supervisor on duty;
- Remain calm, think clearly and follow procedures when responding to emergency or first aid situations.

**Administrative**

- Assist with maintenance of proper supply inventory, storage, handling and documentation of all substances, supplies, and proper functioning of all equipment within the department;
- Assist with marketing efforts for adoption services and other training services available to the public; including the identification of key stories that may improve or enhance the image of the shelter and its related programs as well as planning for in-house adoption programs and special events;
- Prepare and maintain required department records and statistics;
- Perform general housekeeping within the department and other areas as assigned, including the breakroom and kitchen areas;
- Utilizing time-keeping software, accurately record all time worked as well as designated lunch periods. Check time cards regularly to verify accuracy of your entries. Report any discrepancies immediately to your supervisor or the Human Resources department;
- Maintain strict confidentiality with client and donor information;
- Regularly attend all staff meetings;
- Complete all required and assigned training;
- Carryout other duties as assigned by the Community Engagement Manager.

Woods Humane Society is committed to fostering, cultivating and preserving a culture of diversity, equity, inclusion and belonging.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievements as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

All employees of Woods Humane Society have a responsibility to treat others with dignity and respect at all times.

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This Job Description provides a detailed overview of the qualifications and requirements specific to the designated role. It is important to note that the job description may be subject to periodic updates, including addition, deletions or further revisions as deemed necessary.

Your employment, whether in the mentioned position or any other role at Woods Humane Society, is at-will, with no predetermined term. This means that either you or Woods Humane Society retains the right to terminate your employment relationship at any point.

By signing below, you affirm your clear understanding of the job's requirements, your possession of the requisite experience, skills, certifications, licenses, or permits, your commitment to fulfilling the outlined duties, and your willingness to adapt to changes in the job description as it evolves. Furthermore, you agree to promptly report any discrepancies or concerns related to the job description to your immediate supervisor or the Human Resources Department.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_