The Winnipeg Humane Society – Job Posting #2019-2-8

Date:	October 18, 2019
Position Title:	Behaviour Counsellor
Department:	Behaviour
Reports To:	Assistant Manager, Behaviour
Classification:	Union
Rate:	$13.61 - $17.92
Hours:	Sunday – Thursday (37 hours/week)
	Days/times of shifts may vary/change
Start Date:	ASAP

Closing date for internal applicants: October 22, 2019

Position Summary:
The Behaviour Counselor is responsible for evaluating cats and dogs for our Adoptions Program; assisting the public through Behaviour Helpline and Behaviour & Training classes; educating & training WHS staff and volunteers in animal behaviour and handling; supporting animals in our care through enrichment, behaviour modification, basic manners training and training through social media.

Duties and Responsibilities:
1. Perform behavior evaluations, behavior modification, training and enrichment protocols and answer Behaviour Helpline calls.
2. Provide assistance to other departments as needed for safe handling of animals during treatments.
3. Teach animal training classes, as assigned, promote and educate animal friendly training through social media.
4. Provide staff and volunteer training.
5. Counsel potential adopters for designated animals with behaviour challenges.
6. Document observations and interactions daily using objective and observable language.
7. Other duties as reasonably assigned.

Standards of Performance:
1. Keeping the mission of the Winnipeg Humane Society in the forefront when performing job duties, as well as when representing the Winnipeg Humane Society both inside and outside of the shelter environment.
2. High standards of customer service and respect for all as required for adoption interviews and Behaviour Help line advice.
3. Successful and thorough completion of assigned job duties within reasonable time limits.
4. Effective communication with all departments, volunteers and customers.
5. Confidentiality is maintained on all matters pertaining to The WHS.
6. Exemplary level of care provided to all animals in accordance with The Winnipeg Humane Society's mission, policies, and practices.
7. Reliability and diligence in position.

Accountability:
Directly accountable to the Assistant Manager, Behaviour. Must be able to take direction and work closely with the Director, Behaviour and Supervisor, Behaviour.

Exemplifies Winnipeg Humane Society's Core Values:

- We are and always will be humane
- We sincerely respect each other
- We communicate proactively, and we listen
- We are humble, and we are always willing to accept better and new ideas
- We are committed to transparency and accountability

Participates in creating a thriving Culture of Philanthropy at Winnipeg Humane Society by:

- Being knowledgeable and supportive of WHS programs
- Sharing their passion for service to animals, people, and our community with our guests
- Serving as an inspiration to all guests by providing an exemplary level of animal care and guest service
- Being able to communicate a compelling case for support that demonstrates the impact of philanthropy on Winnipeg Humane Society

Authority:
Authority to perform all assigned duties and responsibilities within established policies and procedures.

Interpersonal Relationships:
Regular, daily involvement with other WHS departments, volunteers and customers.

Abilities, Skills & Knowledge:

1. Ability to work effectively with staff from other departments necessary to attend to the needs of the animals in our care.
2. Knowledgeable in dog behaviour and reading canine and feline body language
3. Knowledge of Behaviour Science and Learning Theory
4. Positive reinforcement training skills
5. Able to report observations in objective and observable terms
6. Exemplary customer service skills
7. Computer literacy
8. Ability to work independently or as a team
9. Ability to work under minimal supervision
10. Ability to work on weekends, evenings, and some holidays is required.
11. Excellent communication skills both orally and written is necessary.
12. Physically capable and able to carry out job duties in an efficient and thorough manner.

Education, Training & Experience:

1. High School Diploma or Equivalent
2. More than 6 months and less than or including 12 months experience required.
3. Experience training dogs and cats with "no pain, no force, no fear"
4. Experience in conducting and/or assisting with Dog Training Classes
5. Formal training and/or certification in animal behaviour/training preferred

Forward your resume and cover letter to:
Attention: Daphne Hee
careers@winnipeghumanesociety.ca
Please quote the job posting number in your email subject line and in your cover letter.

NO PHONE CALLS PLEASE
Thank you for your interest in this position however only those considered for an interview will be contacted.