Humane Society of Broward County
Southeast Florida Spay/Neuter Coalition Coordinator Job Description

Job Title: Southeast Florida Spay/Neuter Coalition Coordinator
Department: 230 - Clinic
Reports to: Medical Director
FLSA Status: Exempt
Revision Date: 7/2012

JOB SUMMARY

Responsible for developing, coordinating and executing a community outreach program in underserved communities within Miami-Dade, Broward, and West Palm Beach counties. Position will oversee all aspects of the Southeast Florida Spay/Neuter Coalition Community Outreach Program designed to extend animal welfare resources and information to pet owners who have either not received such services or received services without any long-lasting impact using a non-judgmental approach. The program entails promotion and distribution of low cost to free services being provided by coalition member shelters such as free spay/neuter, vaccinations, preventive care medicine, dog training courses and other resources as needed to pet owners in underserved communities. The position is responsible for the growth and success of the outreach program among the coalition member shelters: Humane Society of Broward County, Broward County Animal Care and Adoption, Humane Society of Greater Miami, Miami-Dade County Animal Services, Peggy Adams Animal Rescue League, Palm Beach County Animal Care and Control.

(Position is based on grant funding availability)

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supports and forwards the vision, mission and activities of the Southeast Florida Spay/Neuter Coalition Community Outreach Program by serving as the primary contact.
- Creates a strong community presence in targeted areas through continuous physical presence within the areas of focus.
- Engages in and oversees ongoing door-to-door outreach to pet owners in underserved areas to assess needs and provide a plan to address those needs by means of available resources and advice while using a non-judgmental approach.
- Recruits, mentors, trains and manages Southeast Florida Spay/Neuter Coalition Community Outreach Program volunteers.
- Possesses and maintains a strong understanding and desire to understand socio-economic issues that plague underserved communities and is comfortable with working with diverse populations.
- Establishes trusting relationships with community citizens in targeted areas in order to create support for the Southeast Florida Spay/Neuter Coalition Community Outreach Program within the community.
- Conducts a community assessment using data provided and collected to assist in devising a plan for outreach intervention projects.
- Devises plan for outreach intervention projects that include establishing a strategy and developing a timeline for targeted areas determined by data and guidance from the ASPCA and coalition members.
- Seeks and maintains traditional and non-traditional contacts to assist in bringing awareness of and help promote the Southeast Florida Spay/Neuter Coalition Community Outreach Program and events.
- Coordinates the Southeast Florida Spay/Neuter Coalition Community Outreach Program to include keeping accurate and up to date records of in-house assessments, contacts, vendors, local resources, participating shelters and media.
- Maintains current and establishes new community partnerships within targeted communities including, but not limited to local businesses, faith-based organizations, social services organizations, schools, animal hospitals, veterinary practices, rescue groups, etc.
- Maintains current on services offered by the Southeast Florida Spay/Neuter Coalition member shelters in order to provide accurate information to the public on services and resources available as well as assist in event planning.
- Coordinates and plans fundraising events with assistance of development and marketing departments from coalition member shelters in the targeted areas.
- Develops a strategic marketing and communications plan to promote awareness of Southeast Florida Spay/Neuter Coalition Community Outreach Program and its efforts with the assistance of participating shelter staff.
- Arranges and coordinates transportation and drop off/pick up location for animals whose owners are unable to drive to participating shelter or community outreach events for wellness care or spay/neuter services.

(Position based on grant funding availability)

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• Manages multiple projects simultaneously using available resources and completing projects within established time frames.
• Documents outreach efforts and in-home assessments through daily/weekly/monthly paperwork and enters data in spreadsheet format or using designated software in accordance with ASPCA guidelines.
• Provides a monthly report to upper management of coalition member shelters on the Southeast Florida Spay/Neuter Coalition Community Outreach Program.
• Demonstrates courteous, professional and friendly manner towards community citizens, co-workers and volunteers on a daily and ongoing basis.
• Engages in and oversees ongoing collection of data at community outreach events.
• Measures the success of the Southeast Florida Spay/Neuter Coalition Community Outreach Program based on data collected, attendance at community events, use of services by the community and any other variables as determined by the ASPCA.
• Develops a comprehensive understanding and working knowledge of each of the coalition member shelter’s operations; national standards related to spay/neuter and intervention programs recognized by the Association of Shelter Veterinarians Animal Care – Guidance for Standards of Care in Animal Shelters, HSUS’s Pets For Life Program, Humane Alliance program models and the ASPCA.
• Adheres to HSBC’s disease management and safety precautions on an ongoing basis.

SUPERVISORY RESPONSIBILITIES

• Recruit and screen volunteers within underserved communities to assist with outreach efforts by assigning responsibilities that best fit their skill set.
• General oversight and training of volunteers participating in the program and may lead, train, or participate in work team assignments.
• General oversight of community events held by the Southeast Florida Spay/Neuter Coalition Community Outreach Program.

NON-ESSENTIAL DUTIES

• Performs other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ABILITIES:

• Ability to communicate clearly and respectfully to community citizens, perspective supportive businesses, donors and volunteers.
• Ability to read and interpret documents such as safety rules, operating instructions and procedure manuals.
• Ability to keep accurate and detailed electronic records.
• Ability to collect and analyze data in spreadsheet format or designated software.
• Ability to develop solutions based on individual needs assessments.
• Ability to understand socio-economic issues that plague underserved communities.
• Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
• Ability to process complex verbal and written instructions and translate them into a series of logical problem solving steps.
• Ability to communicate effectively verbally and in writing.
• Ability to multi-task and manage multiple projects simultaneously.
• Ability to fluently speak, write and understand English.
• Ability to write legible on forms, reports, flyers, brochures and documents.
• Ability to operate a desktop PC and related peripheral computer equipment.
• Ability to perform cash handling and credit card functions.
• Ability to interact productively with individuals at all levels within the organization.
• Ability to adhere to disease management and safety protocols.
• Ability to establish and maintain effective working relationships with co-workers, volunteers and community citizens of diverse background and cultures regardless of race, religion, sex, sexual orientation, disability or political affiliation.
• Ability to work in a team oriented and frequently changing environment.
• Ability to speak in public and to the public with ease and without passing judgment.
• Ability to work under stress during crisis or disaster situations.
• Ability to work varied hours/days, including nights, weekends, and holidays, as needed.
• Ability to provide and support the Southeast Florida Spay/Neuter Coalition vision and mission.

(Position based on grant funding availability)

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PHYSICAL DEMANDS

- While performing the duties of this Job, the employee is regularly required to walk for long periods of time in both outdoor and indoor environments.
- While performing the duties of this Job, the employee must be able to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear for extended period of times.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee must be able to read, understand and create maps of targeted zip codes within the SE Florida area.
- The employee must be able to read and understand driving maps and follow driving directions.
- The employee must be able to place and retrieve information in and from file cabinets.
- The employee must be able to utilize phone system, copier, scanner, desktop PC and related peripheral computer equipment.
- Specific vision abilities required by this Job include close vision and the ability to adjust focus.
- The employee will be required to drive their own car and visit offsite locations on a regular basis.
- The employee may be required to take public transportation in an attempt to establish relationship with community citizens.
- While performing the duties of this Job, the employee will be required to handle, restrain, lift and have contact with domesticated and stray animals.
- While performing the duties of this Job, the employee must be able to bend and use legs, arm and back muscles without discomfort.
- While performing the duties of this Job, the employee is regularly exposed to and comes in close contact with domestic and stray animals; therefore, the employee cannot be allergic to these animals.
- The employee is required to adhere to company personal appearance policy and wear supplied uniform shirts/jackets when required.
- The employee may be required to work extended hours as a result of community outreach efforts, during an animal transport, company-defined crisis or disaster situation.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly exposed to domesticated and stray animals some with questionable health and temperament concerns, which makes the employee susceptible to being bitten or scratched.
- While performing the duties of this Job, the employee will regularly visit underserved communities during different times of the day, which includes daytime and evening hours as well as weekends.
- Job will regularly require work to be performed outdoors as a result of door-to-door outreach, mobile spay/neuter events, vaccination clinics and community events planned in the targeted areas.
- Clerical aspects of job are performed in office setting; however, at the main facility the employee may also work in kennels, cat areas, examination, training areas, and throughout the shelter and will have some exposure to wet or humid conditions (non-weather) while in the kennel areas.
- While performing the duties of this Job, work will occasionally require visits to the participating animal shelters that operate seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases and cleaning agents.
- While performing the duties of this Job, the employee frequently positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, outdoors, in vehicles, chained, etc.).
- Job will regularly require work to be performed inside homes of citizens residing in underserved communities.
- Job will regularly require work to be performed inside local businesses, schools, social service organizations and faith based organizations in an attempt to establish strong community partnerships.
- The noise level in the work environment varies from low to high levels.

EDUCATION, EXPERIENCE, and TRAINING

- High school diploma or general education degree (GED) required.
- College degree in Marketing, Business Management, Social Work, Animal Science or related field desired or equivalent work experience.
- Previous work experience in a supervisory or management role required.
- Knowledge and understanding of animal breeds and temperaments is preferred.
- Experience in public relations or public speaking is preferred.

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- Must possess excellent communication and organizational skills.
- Knowledge of budget principles and practices is preferred.
- Experience in event planning is required.
- Knowledge of administrative and clerical procedures.
- Recent 3-5 years of work experience in community relations/outreach is highly desired.
- Must be computer literate and experience with Windows based software, MS Office products (advanced level in Excel, Word and Powerpoint)
- Must have prior experience with mapping software such as MS MapPoint, GoogleMaps or YahooMaps
- Prior work experience in a non-profit environment preferred.
- Bilingual (English & Spanish Fluent) or trilingual (English, Spanish & Creole/French Fluent) preferred.
- Candidate must have their own reliable transportation.
- Possession of a valid Florida driver’s license required.

Note: Management has the right to assign or reassign duties and responsibilities to this Job at any time. Critical features of this Job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position. This job description does not create an employment contract, implied or otherwise, other than an "at will" relationship.

I HEREBY ACKNOWLEDGE THIS FORM HAS BEEN PRESENTED TO ME BY MY SUPERVISOR AND I HAVE READ AND UNDERSTAND THE DUTIES OF MY POSITION:

EMPLOYEE:

Print Name: ___________________________ Date: ______________________

Signature: ___________________________

SUPERVISOR:

Print Name: ___________________________ Date: ______________________

Signature: ___________________________