

# Oshkosh Area Humane Society

## Behavioral Services Manager Job Description

**Title:** Behavioral Services Manager (BSM)

**Classification:** Full-time, exempt, with an expectation that there may be times when the work week exceeds 40 hours

**Reports to:** Staff Veterinarian

### **Job Summary:**

This staff member is responsible for supporting the behavioral needs of all species of animals in the care of the Oshkosh Area Humane Society by assessing the needs for behavioral intervention, developing and implementing behavioral modification programming, ensuring housing conditions allow animals to exhibit species-typical behavior, and acting as an educational resource to staff, volunteers and community members. The BSM will act in accordance with the directives and guidelines established by the President and the Board of Directors to provide a clean, healthy, and humane environment for the animal residents while supporting each animal's right to The Five Freedoms.

### **Principal Duties and Responsibilities:**

1. Develop policies, procedures, training tools, and forms to be used to manage the Behavioral Program. BSM has authority to adjust the program to ensure the needs of shelter animals, staff and community members are being met.
2. Supervise the Behavioral Program.
3. Develop behavioral assessment procedures to measure the intervention needs for animals in our care. BSM will also train other shelter staff to implement behavioral assessment in a uniform, effective manner and will participate hands-on in behavioral assessments as required.
4. Implement behavioral modification for animals at risk, maintaining documentation about intervention plans and communicating the status of animals to other relevant departments.
5. Provide support for Caregiving, Adoptions, and Cleaning Departments through hands-on training and continuing educational programming to enhance the level of behavioral knowledge amongst all staff. This would include training on body language reading, identifying signs of animals in psychological distress, key handling strategies to prevent or reduce incidences of undesirable behavior, and implementing relevant aspects of existing behavioral modification programming for individual animals so all staff are working collaboratively to ensure the future success of the animals.
6. Oversee programming that will help maintain access to the Five Freedoms in our residents, such as social time with members of their own species, specialized housing, and access to enrichment (activities designed to reduce stress and help animals express normal behavior).
7. Enhance the ability of the Dog Adoptions Departments to market and promote animals with behavioral problem histories by creating individualized plans for animals that will require ongoing management and training in their adoptive homes.
8. Conduct in-home behavioral consultations with both animals adopted from OAHS that may experience challenges post-adoption and also community members in search of humane and ethical behavioral modification services.

9. Participate in rounds with medical and adoption staff. Provide insight into the behavioral health and wellbeing of animals and consult with key staff to develop individualized programming for animals to minimize fear and distress during their stay at the shelter and to restore quality of life to animals in distress in a timely fashion.
10. Participate in quality of life discussions and assessments.
11. Monitor inventory and order any Behavioral Program supplies and equipment within budget.
12. Project a professional and courteous manner at all times in meeting or speaking with the general public, staff, and volunteers.

**Job Qualifications:**

This is a salaried position, requiring the following:

1. Relevant college degree or certificate in professional dog training or behavioral consulting in accordance with positive reinforcement-based methods.
2. 3-5 years' experience working in a humane society desired
3. Ability to care for and handle animals required
4. Valid driver's license
5. Must possess:
  1. Leadership skills
  2. Decision making skills
  3. Communication skills
  4. Interpersonal skills
  5. Organizational and planning skills
  6. Ability to resolve conflict
  7. Positive attitude

**Relationship:**

This position works closely with all shelter staff and will do their best to be a part in helping to create and maintain a pleasurable work environment that encourages teamwork.

**Conditions of Employment:**

The BSM is required to maintain updated knowledge, skills, abilities, and other characteristics as required by the job, and to attend position-related meetings and workshops.

**Account of Measurability:**

The person selected to fill this position will be evaluated by his/her ability to perform the duties and responsibilities described in the BSM's job description.