



ENRICHMENT AND ADOPTION SUPPORT ASSOCIATE

Position Type: Full Time (must be able to work weekdays and weekends)

Starting Pay: \$17-\$20/hr, depending on experience

Supervisor: Shelter Manager

JOB DESCRIPTION

Summary:

SafeHaven Humane Society's Enrichment and Adoption Support Associate is responsible for working to enhance the physical and mental well-being of our shelter animals. This role involves creating stimulating environments through toys, training, and social activities, while also working with staff and volunteers on these programs. The goal is to reduce stress, prevent boredom, and prepare animals for successful adoption. They are also responsible for working with the public on assessing pets for adoption through SafeHaven's adoption program and helping with resources both pre (during assessment/intake) or post (after adoption) to provide the best customer service to both the pet and the owner/and/or adopter.

Duties and Responsibilities:

- **Animal Enrichment:** Follow weekly enrichment schedules designed to reduce stress and boredom and set our animals up for success and adoption.
- **Doggy Day Out:** Work with the Shelter Manager to get dogs on Doggy Day Out adventures with volunteers. Assist with getting dogs ready to go on a Doggy Day Out Adventure, provide photos of these adventures to the Marketing Department for social media usage and updating the dog's bios if additional information is provided after a Doggy Day Out that may help with adoption interest or provide more information on the dog to potential adopters.
- **Post Adoption Support:** Send adoption photos to adopters post adoption. Use email, phone calls, and Petzel software to send post adoption follow ups to answer any questions the recent adopter might have and to support the adopter and their newly adopted pet during the first-year post adoption.

- **Adoption Support:** Assist in facilitating meetings between potential adopters and shelter animals and provide information on any behavioral issues that may need to be addressed in the home.
- **Assessment:** Assist in intake/playgroup assessments when needed to understand each animal's temperament and needs, which is crucial for finding the right match for adopters/and owners.
- **Collaboration:** Work with other departments and volunteers in all areas of SafeHaven to support the mission of the organization: Finding Homes, Opening Hearts, and Educating Minds to strengthen and improve the lives of animals and people.

Required Skills and Qualifications:

- **Experience:** A minimum of one year of experience in animal handling and training/enrichment required.
- **Certifications:** Fear Free Certified within 4 months of hire date. Dogs Playing For Life Curriculum/Training within 1 year of hire date. 20 hours of Continuing Education in Enrichment/Post Adoption Support/Training each year with the expectation that within 4 years you will have a certification from a relevant animal behavioral organization.
- **Physical requirements:** Ability to perform physical tasks like lifting to 50 pounds, standing for long periods, and walking large dogs outdoors in various weather conditions. Ability to work in a fast-paced environment.
- **Soft skills:** Creative problem-solving, strong communication, leadership, and the ability to work collaboratively with a team. Excellent organizational skills with strong attention to details.
- **Insurability:** SafeHaven must be able to insure candidate to drive company van used for transporting animals and supplies.

SafeHaven Humane Society is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications, and ability. SafeHaven Humane Society prohibits unlawful discrimination based on race, ethnicity, gender, sexual orientation, religion, national origin, disability, military service, marital status, age, or any other legally protected class.