



Humane Society

FOR SOUTHWEST WASHINGTON

Job Title:	Senior Manager of Community Solutions
Department:	Shelter Operations
Classification:	Full-time, Salaried, FLSA Exempt
Job Relationships:	Reports to Vice President of Shelter Operations, collaborations with internal departments, volunteers, external community organizations and future staff supervision
Job Summary:	<p>At a time when the animal sheltering industry is challenging commonly held views on the role of shelters and proposing new approaches to solving pet related issues in the community, the Senior Manager of Community Solutions is a critical new role at the Humane Society for Southwest Washington (HSSW).</p> <p>The Senior Manager of Community Solutions oversees the strategic direction of Community Solutions department within Shelter Operations team, ensuring that programs are effective and efficient in meeting the needs of the community as they relate to the strategic goals of HSSW. This position provides training & education opportunities for staff, volunteers, and partner organizations.</p>
Benefits Summary:	<p>In addition to serving in an organization with a compassionate and strategic purpose; employees currently enjoy paid time off, matching 401 (k), employee assistance program, section 125 flexible benefit plan, employee discounts (that include partner organizations) and access to affordable dental, vision, life, disability, and accidental supplemental insurance. Full time employees are eligible to participate in HSSW's health insurance benefit plans.. As a 501c3, full time HSSW employees may be eligible for Public Service Loan Forgiveness with the potential to eliminate student loans after 10 years of service.</p>

Duties and Responsibilities:

Community

- Direct support of HSSW's *HELP!* fund, *Spay & Save* program, wellness clinics, and other client-focused programs for low-income individuals and families.
- Assists to create and maintain SOPs for these programs.
- Stay up to date and involved in animal welfare and human services initiatives on a local and national level in order to identify gaps in service provisions, build community partnerships, and ensure that programming stays relevant and impactful.



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- Participate on HSSW's leadership team with a goal to ensure that HSSW is working to reduce barriers Clark County residents face to accessing pet-related services.
- Capture and utilize data to track to goals, update current programming or develop new programs.
- Maintain a knowledge of pet-related issues (behavior, medical, handling, etc.) and resources, as well as human/social service issues (houselessness, immigration, mental health, poverty, racial inequity) and resources.
- Engage with community agencies working on issues of houselessness, housing, immigration, food insecurity, etc. to identify and develop strategic partnerships for more effective and comprehensive service delivery.
- Develop and implement creative and innovative new programming that align with HSSW's strategic goals to better meet the needs of the community, integrating proven techniques (such as harm reduction) from the social service realm for increased effectiveness.
- Plan and implement events and other activities that fill identified gaps (e.g., wellness clinics), collaborating with community partners whenever possible.
- Ensures that the Community Solutions department maintains a strong working relationship and referral system with Clark County Animal Protection & Control officers.

Organizational Leadership

- Partner with Human Resources & Volunteer Program to support the health and wellness of staff and volunteers serving at the shelter by developing and presenting training & education with regard to compassion fatigue, de-escalation, productive conflict, conflict resolution techniques, stress management, work/life balance, communication skills, grief, and pet loss.
- Provides regular Community Solutions and DEI specific trainings for staff and volunteers who engage with the public.
- Creates narratives, programmatic ideas and solutions, and budgets for grants and other funding opportunities.
- Manages the Community Solutions department budget; ensures that resource allocation is targeted and efficient.

Qualifications:

- Licensed Social Worker in the State of Washington (LASW or LICSW) with Veterinary Social Work (VSW) Certificate. or ability to enroll and complete a VSW course to earn a Certificate.
- Minimum of 2 years' experience in veterinary social work.
- Animal Welfare experience preferred
- Ability to communicate effectively in written and oral form
- Proficiency with Windows-based software programs; familiarity with animal shelter database programs (i.e., Shelter Buddy) a plus
- Must possess a valid driver's license with insurable driving record
- Passion for the mission of HSSW



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Job Conditions

Most of the work is performed in a standard office/cubicle environment, with exposure to environmental conditions that include working near animals. Primary workplace is at an animal shelter that operates 7 days per week, with potential exposure to fractious animals; high noise levels; zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals. Some work will require local travel to offsite wellness clinic locations and to collaborate with community partners.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. HSSW participates in E-Verify and requires pre-employment drug screening for illegal substances.