The Humane Society for Southwest Washington (HSSW) is seeking a full time Medical Care Operations Manager. This is a key leadership position that will guide HSSW’s clinical operations in accordance with HSSW’s vision, mission and values.

Position: Medical Care Operations Manager
Classification: Full-time, exempt
Department: Clinic; Reporting to the Vice President, Director of Shelter Operations; Supervising Licensed Veterinary Technicians, Veterinary Assistants, Clinic interns, volunteers and workforce partners.
Benefits: Competitive salary range of $38,000 to $48,000 per year (DOE), formal leadership training and serving an organization with a purpose. Full time employees currently enjoy health, dental and vision benefits, paid time off, matching 401 (k), employee assistance program, section 125 flexible benefit plan, employee discounts (to include partner organizations) and access to affordable life, disability and accidental supplemental insurance.

I. Position Summary

The Medical Care Operations Manager is a member of HSSW’s Leadership Team and is responsible for the administration of clinical business practices to create the highest level of efficiency and standards of care within HSSW’s high volume spay/neuter clinic, shelter medicine program, and client-focused "HELP!" fund programs. These responsibilities include the assurance of outstanding quality medical care of every animal, effective disease control and prevention measures, judicious use of financial resources, excellent customer service and efficient daily operations.

II. Responsibilities

- Train and mentor staff, volunteers and workforce partners in the performance of their respective responsibilities within the department.
- Recruit and interview for staff, volunteer, intern and workforce partner positions for the department. Promote the integration and utilization of volunteers, interns and workforce partners.
- Complete work schedules, maintain compliance with personnel payroll, and evaluation records of departmental staff.
- Provide training for staff, volunteers and workforce partners to ensure proper performance; oversee and assist with disciplinary action and terminations as needed.
- Set departmental goals and objectives; lead the team in developing strategies for improvement, seeking excellence and achieving timely performance.
- Create and maintain departmental SOP’s and quality assurance programs to monitor and analyze quality and effectiveness of processes and services.
- Oversee HSSW’s HELP! Fund programs, including Spay & Save, the Emergency Assistance Fund, and other client-focused programs for low-income families.
- Coordinate care of HSSW animals with outside providers, including other shelters, private clinics, and specialty clinics.
- Plan and prioritize daily medical and surgical operations, monitor and supervise the daily workflow and responsibilities of staff, volunteers and workforce partners in the department.
- Monitor inventory of medical/surgical supplies and equipment; coordinate maintenance schedules and ensure that all equipment is kept in good working condition.
• Procure equipment, materials and supplies while conforming to approved budget. Maintain vendor relationships and seek out cost-effective purchasing solutions.

• Actively support staff, volunteers and workforce partners and promotes the development of skills related to the advancement of our goals and mission. Recognize what it means to be “in service” to the leadership team, to staff, volunteers and workforce partners; recognizing their individual contributions to the overall success of our organization.

• Promote communication and cooperation between departments to ensure quality of care and to minimize length of stay. Ensure information is communicated in a timely manner between clinic team and other departments.

• Organize and lead regular department meetings. Attend regularly scheduled meetings, trainings and workshops.

• Collect and monitor statistical data; conduct regular analysis of key program components and develop reporting systems.

• Assist in the preparation of annual departmental budget. Ensure that donor dollars are utilized efficiently.

• Represent HSSW in a professional and courteous manner at all times.

• Maintain visibility to staff and communicate with fellow managers and directors on significant developments within the department

• Follow and enforce all safety guidelines to ensure a safe work environment. Take immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, workforce partner, client, animal, or the organization at risk. Work closely with the safety committee to create, support and promote all safety guidelines.

• Actively research new trends, technologies and tools in shelter medicine and veterinary clinic management to include alternative methods of efficiency

• Perform other duties and special projects as assigned.

III. Professional and Individual Qualifications

• Demonstrated attitude of being in service to all stakeholders; using good judgment; maintaining a positive outlook and, ideally, a sense of humor.

• Interest, enthusiasm, and affinity for working with people and developing processes. Committed to achieving excellence individually and as a part of the team.

• Work well on teams and display a commitment to collaboration with a sincere interest in helping others succeed.

• Exhibit the ability to thrive in a fluid work environment with a flexible approach to problem-solving.

• Excellent communication and interpersonal skills to present complex information to a variety of audiences and to engage professionally and competently with fellow staff, community partners, volunteers, potential donors and the general public.

• Sound decision making, effective task management and organizational skills.

• Strong leadership skills to coach, inspire and support your team; always seeking to improve.

• High level of integrity and maturity to handle sensitive and confidential situations.

• Ability to assess situations with a “big picture” perspective in order to solve finer detail problems of daily matters with long-term solutions.

• Commitment to HSSW’s vision, mission and values

• Proficiency in MS Office, database software and knowledge of animal shelter database programs. Preferred knowledge of Shelter Buddy program

• Possess a valid driver’s license and insurable driving record.

• 3+ years’ direct personal and project management experience
  • Preferred
    • Animal welfare or related fields
    • Veterinary clinic experience in a practice management role
    • Licensed Veterinary Technician
IV. Working Conditions and Physical Demands:

Candidate must work a routine schedule of a 5 day work week that includes one weekend day. The position requires that you must be flexible with availability when away from the facility as needed to meet the needs of the organization.

Qualified applicants must be capable of performing all physical demands required of the Medical Care Operations Manager. These demands may include but are not limited to: crouching, bending, lifting, walking, kneeling, stooping, stretching, and standing for up to 10 hours a day. It may also require the ability to control large dogs on a leash as well as frequent lifting and/or moving items over 50 pounds.

Primary workplace location is at an animal shelter that operates 7 days per week, with potential exposure to fractious animals; high noise levels; zoonotic diseases; cleaning chemicals and allergens.

V. Culture

- Vision:
  We look forward to a community where: All animals are treated with respect and compassion; all companion animals have a home or caregiver; The Humane Society of Southwest Washington is recognized as a leading authority and advocate for companion animal care and pet adoption.

- Mission:
  The Humane Society for Southwest Washington enriches the lives of people, pets and our community through adoption and outreach, and serves as a resource for companion animal services and education.

- Values: *(How we will conduct ourselves in all interactions)*
  - Compassion - Always consider the best interest of the animal, while having compassion for the owner.
  - Team - Invest in the enrichment and well-being of staff and volunteers both professionally and personally utilizing all members to their fullest, encouraging individual and group growth.
  - Building partnerships through collaboration - Share knowledge and goals to expand community relationships that benefit the welfare of the animals.
  - Excellence - Always seek innovative methods and opportunities. Strive to be the best at what we do.
  - Education & service to community - Educate the public on responsible pet ownership and the Humane Society's role in serving the community.
  - Transparency & Integrity - Communicate openly and raise awareness and accountability for what we do.
  - Stewardship - Embrace our obligation for the careful and responsible management of all that is entrusted to HSSW.

*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. The HSSW requires pre-employment drug screening, a criminal background check and participates in E-Verify.*