



# BURLINGTON HUMANE SOCIETY

## Adoption Counsellor

<b>Job title</b>	<i>Adoption Counsellor</i>
<b>Reports to</b>	<i>Animal Care Supervisor</i>

### About the Burlington Humane Society

The Burlington Humane Society (formerly called Animal Aid) has been a part of the Burlington community since 1974. It is a non-profit organization dedicated to helping the stray and abandoned animals in Burlington area, and we are extremely proud to be a no-kill shelter. Over the years, our membership has grown and now includes hundreds of active volunteers and several paid positions.

### Job Purpose

The Adoption Counselor is a member of the Animal Care Team, along with the Animal Care Supervisor and Animal Care Workers. Reporting to the Animal Care Supervisor (ACS), the Adoption Counselor is responsible for overseeing our animal adoption program, our foster care program, and guiding and supervising volunteers.

### Duties and responsibilities

- Supervision Responsibilities:
  - Provide guidance and assistance to Animal Care Workers
  - Provide guidance and assistance to Reception volunteers
  - Provide oversight of the shelter in the Animal Care Supervisor's absence
- Administrative Responsibilities:
  - Notify Animal Care Supervisor of any food or supplies that need to be ordered
  - Enter all data regarding medications into ShelterLuv (our shelter management program) for animals in foster care
  - Maintain and update medical documentation of animals in foster care into appropriate files and computer
  - Accurately process all donation, memberships and purchases that happen at reception and balance debit machines with nightly deposit sheets
  - Arrange vet appointments for our animals in foster care
- Adoption Program Responsibilities:
  - Oversee the adoption process
  - Screen potential adopters
  - Follow adoption process and complete adoption of animals to new owners
  - Educate potential adopters with compassion and empathy when explaining policies (such as no declawing, etc.)
- Foster Program Responsibilities:
  - Oversee the foster program
  - Assigning foster homes to appropriate animals
  - Follow-up with fosters as required and update charts
  - Arrange vet appointments for foster animals
  - Arrange for fostered animals to be brought into the shelter
  - Organize foster supplies

- Computer Related Responsibilities
  - Strong computer skills
  - Knowledge of Word, Excel, PowerPoint, ShelterLuv, etc.
- Other Duties
  - Contact and organize transport for foster animals to veterinary clinics when they are in need of care
  - Assists Animal Care Workers as needed when time allows
  - Assist Animal Care Supervisor as required
  - Other duties as required

### **Qualifications**

- Understanding of animal welfare and humane societies.
- Understanding of animal health and both feline and canine behaviour.
- Exceptional guest service skills
- Proficient computer skills.
- Excellent communication (verbal and written) and interpersonal skills.
- Strong organizational skills.
- Strong team-work focus.
- Strong analytical and problem-solving skills.
- Ability to work independently.
- Able to lift 40-50 lbs
- Strong social media skills
- Self-directed with ability to organize, plan, prioritize and multi-task
- Flexible, adaptable and responsive to change

### **Working conditions**

- Average 20 hours a week.
- Will work evenings and weekends.
- Frequent contact with the public in a fast-paced and changing work environment, which at times may be stressful or emotionally charged.
- Willingness to attend training programs to upgrade skills as needed
- Adoption Counsellors are required to adhere to a professional respectful business casual dress code.

If you are interested in applying for this challenging position, please submit your Cover Letter and Resume to [jobs@burlingtonhumane.ca](mailto:jobs@burlingtonhumane.ca) by Sunday, September 25 at 11:59 pm.