



pasadena humane society & spca

Director of Veterinary Health

FLSA Classification
Full Time, Exempt, Tier 4

REPORTS TO: Chief Veterinarian

DIVISION: Veterinary Health

DEPARTMENT: Veterinary Health

JOB DESCRIPTION

SUMMARY/OBJECTIVE

Develop, manage, and coordinate programs that address animal health care at Pasadena Humane Society referred also as PHS. This includes Wellness Clinic, SNiP, Shelter Medicine and Wildlife programs.

SUPERVISORY RESPONSIBILITIES: Health Staff, Wildlife Manager, RVT's, and Veterinary Assistants

JOB DUTIES AND RESPONSIBILITIES

- Collects data for animals treated in SNiP clinic, Wellness Clinic, and Shelter Medicine
- Ensures Health Department is within full OSHA compliance
- Ensures Health Department is within full DEA compliance
- Manages Health Department inventory, purchase orders, and is responsible for adherence, development, and management of Health Department budget
- Ensures Health Department recordkeeping is kept within full compliance of state and federal regulations
- Stays up to date on the most current shelter medicine and spay/neuter research and development and use this to improve the flow of animals through our department with a concentration on reduced length of stay and plan of action development for animals under our care
- Develops, manages and trains PHS veterinary health staff on programs including wellness clinic, spay/neuter efforts, shelter medicine and wildlife program
- Works with the Animal Care staff to maintain proper animal husbandry of shelter animals
- Creates and maintains operational protocols
- Confirms that all licenses and clinic compliance are kept accurate and up-to-date
- Develops and oversees programs that assist the public with medical needs including spay/neuter, wellness services including but not limited to vaccinations, nail clipping, and testing



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- Develops and oversees programs that provide care to impounded wildlife and educates the public on wildlife prevention and care
- Ensures that the health, care and behavior needs of all animals at PHS is to the highest quality and communicates animal and process challenges to the appropriate party
- Ensures staff perform daily rounds and that all animals' medical needs are met
- Oversees the emergency and overnight animal medical process and programs
- Ensures relief veterinary needs are scheduled
- Manages the Wellness Clinic, Shelter Clinic, Wildlife and staff including; hiring, terminations, payroll, and scheduling, training, counseling and general productivity of the workforce
- Schedules the maintenance and monitoring of clinic equipment
- Creates and updates volunteer programs
- Confirms that Continuing Education requirements and professional licenses are met and maintained
- Ensures all records are maintained appropriately in data-base and money is accurately processed according to PHS policies
- Assists with the creation of manuals, training and teaching of programs regarding database, customer service issues, placement and animal/customer care
- Actively participates in PHS educational activities by providing pro-active and positive outreach and education to customers, volunteers, fellow staff and members of the public. Ensures health staff maintain a positive and proactive attitude. Responds to customer concerns.
- Participates in the development of new programs that meet PHS goals
- Develops and manages programs to ensure the best standard of care for the animals at PHS. Includes staff training, assisting outreach with the development of collateral/forms, and more.
- Ensures that data is tracked and reports are created and distributed to the proper parties as required
- Creates and manages budget allocations and expenditures, fund balances and related financial activities as it relates to department goals and programs. Maintains records and inventories of supplies.
- Ensures a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promotes positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Addresses customer complaints.
- Upholds Pasadena Humane Society's mission and contributes to building a culture of philanthropy
- Ensures a safe working environment and actively participate in PHS safety programs
- Participates as needed in special department projects
- Works as a team member with other departmental managers
- Represents PHS at outside meetings, acts as a liaison with other organizations and contractors/partners as needed. Makes presentations and speak publically about PHS



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- Performs other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS

- Must interact positively with supervisors, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.
- Must have valid driver's license with a satisfactory driving record.

SKILLS AND QUALIFICATIONS

- Proven experience in effective management and supervisory skills
- Veterinary knowledge and experience preferred
- Excellent planning and organizational skills
- Well-developed interpersonal, public speaking, written and verbal skills
- Solid critical thinking and program development skills
- Professional appearance and manner
- Ability to negotiate effectively with staff and public
- Experienced manager with a minimum of five years in shelter environment. Bachelor's degree preferred
- Proficient in computer applications, including the shelter system, Microsoft suite and email
- Strong sense of professional judgment and ability to maintain confidentiality

WORK SCHEDULE

- Must come to work regularly and on time. Must be available for early hours. Must be able to work early hours according to the needs of the department schedule, including weekends and holidays.

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or



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balance, stoop kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.