



**Title:** Crisis Boarding Manager

**Reporting Relationship:** Executive Director

**Status:** Part-time, Hourly, Non-exempt

***Option for full-time if combined with the Community Outreach Manager position***

**Location:** 1149 New Mill Drive, Chesapeake, VA 23322 (primary)

312 Battlefield Blvd N., Chesapeake, VA 23320 (secondary)

### **Summary**

The Chesapeake Humane Society offers programs to the community that are aimed at preserving the human-animal bond, especially during times of crisis. The Community Engagement Manager is responsible for developing and overseeing supportive programs for the community using a trauma-informed care training approach. The goals of our programs are to keep people and their pets safe and together in the end. When it's not possible to keep pets with their humans, the Community Engagement Manager will rely on our other programs as a safety net for the pets in our care.

### **Duties and Responsibilities**

#### **Crisis Boarding Program**

- Provide counsel to Crisis Boarding clients
- Determine who is approved for the Crisis Boarding program and work with the clients to determine length of stay
- Provide resources for clients regardless of their acceptance into the program
- Maintain up to date Standards of Protocol for counseling of and communication with Crisis Boarding clients and ensure compliance with all legal regulations
- Assist in training and supporting Crisis Boarding staff and volunteers
- Provide Trauma-Informed Care Training and Compassion Fatigue training and resources to CHS staff and volunteers
- Assist with budget planning for the crisis boarding program; monitor revenue and expenses throughout the year, providing timely reports
- Contribute to social media content, website content (calendar and blog), e-blasts, and newsletters as appropriate
- Track metrics for compilation in CHS board reports; evaluate and report on productivity, spending, and mission fulfillment
- Respond to client concerns, forwarding to Executive Director as appropriate

#### **Pet Pantry Program**

- General oversight of the Pet Pantry program
- Maintain up-to-date Standards of Protocol for the Pet Pantry
- Work closely with CHS staff members to ensure our programs and policies are inclusive and progressive with industry trends, as appropriate for our organization

#### **Other Duties**

- Attend collaborative community meetings and work as an ambassador of CHS within the community
- Work closely with our Hampton Roads sister shelters to further our collective missions

- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Uphold and embrace CHS's Workplace Culture Agreement in all aspects of work
- Participate in leadership team meetings
- Provide monthly board reports and attend board meetings as requested
- Perform other duties as necessary

### **Working Relationships and Direct Reports**

The Community Engagement Manager is part of the Leadership Team at CHS. The Leadership team consists of the Executive Director, Development Director, Medical Director, Clinic Manager, Shelter Manager, Community Outreach Manager, and Crisis Boarding Manager.

It is essential that the Leadership Team works collaboratively to ensure our mission and goals are carried out effectively and efficiently.

#### **Leadership Working Relationships, including but not limited to:**

- Work in collaboration with the Executive Director for program goals, budgeting, reports, and team meetings
- Work in collaboration with the Executive Director to ensure CHS's programs and policies are inclusive and progressive with industry trends, as appropriate for our organization
- Work in collaboration with the Executive Director to manage relations with human services partner organizations
- Work in collaboration with the Development Director to create educational materials, promotions and advertisements, and updated website content related to the crisis boarding, volunteer, and outreach programs, using CHS branding guidelines
- Work in collaboration with the Development Director to ensure Crisis Boarding/Outreach grants are appropriate for our programs and awarded grants are fulfilled and properly reported
- Work in collaboration with Development Director to get success stories for grants, newsletters, appeals, and social media
- Work in collaboration with the Shelter Manager to assess pets entering the Crisis Boarding program and ensure they receive appropriate daily care and medical care

#### **Direct Reports, including but not limited to:**

- No direct reports at this time

### **Skills and Educational Requirements**

- High school diploma or GED required. Bachelor's Degree or other relevant training preferred
- One to three years experience (work experience or education) in social work or related human services field is preferred
- Strong public speaking skills and comfort with media appearances are required
- Confidence using computer systems and learning new software
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Strong written and oral communication skills
- Excellent attention to detail and ability to multitask
- Demonstrated passion for CHS' mission
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to handle confidential or sensitive information with discretion

- Ability to function well independently and as a team member
- All-hands-on-deck attitude, willing to pitch in where needed

### **Physical and Time Demands**

- Flexible working hours may including evenings and weekends - regular schedule except around events and certain campaigns
- Ability to work in a fast-paced setting with distractions
- Ability to work remotely
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 40 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS transport van (Dodge Sprinter)

### **Salary and Benefits**

- \$20 - \$25/hour, depending on experience
- Medical, Dental, and Vision Insurance (full-time)
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays (full-time)
- Personal Time-off
- Flexible work schedule
- Remote work opportunities (for a portion of work, in-office required ~80% of the time)
- Simple IRA Plan with organization match
- Professional development and continuing education opportunities
- Bring your pet to work policy
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

**To apply, submit cover letter and resume to [Director@chesapeakehumane.org](mailto:Director@chesapeakehumane.org). Please include the position title in the subject line.**