



300 Old Route 10, Enfield, NH 03748

Position Title: Behavior & Enrichment Coordinator

Reports to: Animal Services Manager

Schedule: 40 hours/week; requires one weekend day

Primary Purpose: Oversee the design, implementation, and monitoring of all aspects of the Behavioral Program at UVHS. This program is focused on enhancing the adoptability of animals by addressing behavioral challenges such as fear, anxiety, aggression, and other behavioral issues. The Behavioral & Enrichment Coordinator will be responsible for conducting behavioral assessments, creating tailored behavior modification plans, training staff and volunteers, providing support to members of the public with behavior concerns of their owners pets, and providing support to adopters, all aimed at ensuring the well-being of the animals in our community, aiming to keep pets in loving homes, and enhance the adoption experience.

The core priorities for this position are:

Behavioral Assessments & Monitoring –

- Conduct comprehensive behavioral assessments for all incoming animals to identify any immediate concerns such as anxiety, aggression, fear, and resource guarding.
- Monitor animals' progress throughout their stay at UVHS, adjusting training and enrichment strategies as needed to address evolving behavioral needs.
- Perform specific assessments including leash walking, kennel behavior, dog-to-dog introductions, and SAFER evaluations.

Development & Implementation of Behavior Modification Plans-

- Design and implement customized behavior modification plans for animals exhibiting specific behavioral challenges.
- Use positive reinforcement techniques to address issues such as leash reactivity, separation anxiety, fear-based behaviors, and more.
- Set clear, measurable goals for behavior improvement and monitor animals' progress towards those goals.

Training and Socialization:

- Develop and oversee basic obedience training programs (e.g., sit, stay, come) to improve the animal's social skills and response to commands.
- Implement socialization plans to expose animals to different environments, people, and animals to increase their adaptability and confidence.
- Lead desensitization protocols for animals with fears or anxieties related to specific stimuli (e.g., loud noises, unfamiliar environments).

Community Support & Education:

- Provide educational resources and guidance to potential adopters and on how to continue the behavioral work started at the shelter.
- Offer post-adoption support to families to help them maintain behavioral progress and address any challenges as they arise.
- Ensure adopters are matched with animals that align with their experience level, lifestyle, and behavioral needs.
- Provide support and resources to community members looking to surrender pets due to behavior issues or requesting assistance with their pets' behavior.

Staff & Volunteer Training:

- Develop and lead training sessions for shelter staff and volunteers to increase their understanding of animal behavior, including signs of stress or fear, safe handling techniques, and de-escalation strategies.
- Promote a "Fear-Free" approach to animal care by certifying staff and volunteers in fear-free handling practices.
- Foster a team environment where staff and volunteers feel empowered with the knowledge and tools needed to support the behavioral health of the animals.

Enrichment & Mental Stimulation:

- Design and implement enrichment activities to reduce stress, anxiety, and boredom in animals, ensuring they receive appropriate mental and physical stimulation.
- Create and oversee regular exercise routines (e.g., walks, playtime) to promote physical health and improve behavior.

Behavioral Adoption Matchmaking:

- Work closely with the adoption team to ensure animals are matched with adopters whose lifestyle and experience align with the animal's behavioral needs.
- Communicate clearly and transparently with potential adopters about the animal's behavior, any ongoing training requirements, and recommendations for their home environment.

Qualifications Required:

Knowledge & Experience:

- Strong understanding of animal behavior principles and positive reinforcement training techniques.
- Ability to assess, modify, and implement behavior modification plans for a wide variety of behavioral issues.
- Excellent communication skills, with the ability to train and educate staff, volunteers, and adopters.

- Ability to work independently and as part of a team.
- Compassionate, patient, and empathetic with animals and people alike.
- Strong organizational skills with attention to detail in tracking animal progress and program outcomes.
- Possess the ability to professionally document observations and interventions.

Key Competencies:

- *Self-motivated:* Demonstrates initiative to take action, address problems & utilize time effectively, without requiring ongoing direction
- *Focus on Safety & Humane Treatment of Animals:* Demonstrates a commitment to ensuring that tasks are completed with the highest regard for animal, personal, and staff safety, and the well-being of animals
- *Attention to Detail:* Is thorough in ensuring work tasks are completed
- *Communication:* Articulates information effectively with staff, volunteers and members of the public. Recognizes when communication needs to take place
- *Adaptable/Flexible:* Able and willing to modify work priorities in a given day based on customer or shelter needs
- *Time Management:* Manages self to ensure all key tasks are completed

Physical Requirements: Ability to lift 40 pounds and sit or stand for extended periods of time

Work Hours: 40 hours/week, five 8-hour days. The position requires one weekend day and holiday hours, as well as occasional evening hours as needed for events.

Acknowledgement: This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Nothing in this position description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

All employment at Upper Valley Humane Society is at-will.

By signing below, I acknowledge that:

1. I have received, read, and understand my position as described in this job description
2. I will support the UVHS mission and policies and represent UVHS with positivity

Employee Signature

Date

Management Signature

Date