

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
LICENSING & BY-LAW SERVICES DIVISION, ANIMAL SERVICES SECTION
LOCATION: 247 DARTNALL RD.

PROGRAM ASSISTANT-LICENSING AND BYLAW SERVICES-CUPE 5167
(1 TEMPORARY SCHEDULED PART TIME POSITION)

SUMMARY OF DUTIES

Reporting to the Manager of Animal Services, The Volunteer Program Assistant is responsible for the management of volunteers and community service workers with a focus on recruiting, training, coordinating, and retaining an adequate number of volunteers to professionally operate the Hamilton Animal Services Shelter. Also responsible for implementing educational programs that will reach a variety of audiences and age groups, focusing on responsible pet care and the humane treatment of animals. Additionally, the Volunteer Program Assistant may be responsible for leading or assisting in educational and community events.

GENERAL DUTIES

Recruit, interview, train, and schedule volunteers.

Work with the Shelter Manager to solve problems, determine the number of volunteers needed and facilitate volunteer evaluation, support, and supervision.

Develop volunteer positions, volunteer recognition programs and periodic program evaluations.

Responsible for training all new volunteers, including but not limited to cleaning and maintaining all areas of the shelter to acceptable standards, overseeing of donated goods, engaging Volunteers and Community Service workers with staff and public.

Ensure all Shelter Volunteers are performing their job responsibilities to acceptability standards determined by management.

Maintain Volunteer database and volunteer communications.

Implement long-term strategies to increase volunteering, improve volunteer knowledge, and provide additional training to increase volunteer opportunities.

Maintain phone, e-mail, and any other correspondence with the public for various questions regarding volunteering or outreach efforts.

Develop and maintain annual outreach budget and plan.

Implement educational workshops and programs for audiences of all ages.

Coordinate and conduct animal safety presentations at educational facilities throughout the community.

Implement long-term strategies to develop and improve outreach strategies with the public both on and off-site.

All other duties as assigned.

QUALIFICATIONS

1. Current or previous enrolment in a related university or college program such as Community Healthcare Partners Program would be considered an asset or relevant previous experience in the animal shelter environment.

2. Must have excellent verbal and written communication skills and the ability to relate to peers, superiors, other departments, public and government agencies.
3. Demonstrated knowledge of Word, Excel, Outlook. Computerized data management skills are essential.
4. Analytical, statistical, research, trend analysis and forecasting skills.
5. The ability to balance several projects simultaneously and to meet deadlines is essential.
6. Capable of working independently as well as part of an interdisciplinary team. Must have initiative and the ability to carry out instructions without detailed direction.

SALARY:

Wage Grade B

per hour

HOURS:

0 – 24 per week

NOTE 1:

This posting is due to a pilot project for 18-24 months.

NOTE: This is a newly created position. The incumbent(s) or the department has the option to have the salary grade assigned to this position re-evaluated within nine months of the initial filling of this position. The Director of the division must review and submit the submission to Human Resources within 45 days of receiving it. All required forms of the job evaluation submission must be fully completed for the review to occur. If fully completed and updated job evaluation forms (with an updated draft job description) are not received within nine months of the initial filling of the position, the existing job description and rating shall be confirmed.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE