

## Cat Volunteer Manager

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Reporting to the Senior Manager, Cat Operations, the Cat Volunteer Manager is responsible for managing all of the cat care volunteers at the Etobicoke Humane Society.

Responsibilities include:

- Scheduling volunteers for shifts and ensuring appropriate shift coverage
- Monitoring volunteer performance and providing feedback as appropriate
- Working with cat team managers to develop short- and long-term staffing requirements
- Supporting the Day Co-ordinators for all performance management and disciplinary conversations with volunteers, ensuring that performance expectations are clear and that conversations are documented
- Supporting the Schedule Co-ordinator to ensure all shifts are covered as required
- Coordinating Cat Team volunteer participation in EHS activities (e.g. fundraising, shelter projects, team building, etc)
- Coordinating and executing communications to all cat team volunteers: General EHS, policies, expectations, scheduling, procedures and expectations
- Identifying volunteers that require additional training to meet the needs of the organization
- Ensure that all documentation is filled in accurately, as per policy
- Promoting a humane and caring attitude toward all animals and treating all animals with respect and compassion at all times.
- Working courteously and cooperatively with other teams and all volunteers. Treating people with respect, contributing to effective teamwork; fostering good public relations beneficial to the shelter and its programs.
- Ensuring that all established policies and procedures are followed.
- Performing other duties as assigned.

Related competencies:

- Strong written and verbal communication skills
- Demonstrated experience in managing teams of people
- Proficient in working with web-based computer applications
- Proficient in Microsoft Windows and office as well as Google documents
- Ability to work independently and also take direction as part of a team
- Affection for animals, concern for their welfare
- Familiarity with cats, knowledge of cat care and behaviour is an asset
- Human Resource experience preferred

If interested, please email [director.ops.programs@etobicokehumanesociety.com](mailto:director.ops.programs@etobicokehumanesociety.com) with the title of the position in the subject line and a copy of your resume.