

## Cat Profile Editor

The Profile Writing Team is seeking 2 new Profile Editors!

The primary responsibility for this position will be profile editing, with the goal of contributing to interesting, informative and engaging profiles that effectively promote our cats and attract their most suitable adoption opportunities. Successful applicants should also be prepared to do some profile writing, depending on the needs of the team at that time.

We are looking for people

- with editing experience and/or related training/education
- who are fluid and creative writers in their own right, with strong writing skills
- who are flexible in their availability and can act on profiles within a timely fashion
- who are organized and effective time managers
- who are comfortable with giving feedback in a positive manner
- A familiarity with cats would be a plus (affection for them is a must!)

Time commitment required: each profile can take anywhere from 10-30 minutes and, weekly, there could be anywhere from 0 to 10 profiles to edit. Ideally, this position will be shared by 2 individuals.

This is a remote position.

- We ask for a minimum six-month commitment for all volunteers
- Must be available for an interview

## Cat Profile Writer

The Profile Writing Team is looking for 2 new Writers!

Does this sound like you?

- a fluid and creative writer with strong writing skills
- somewhat flexible availability (able to write profiles in a timely fashion)
- good organizational and time management skills
- a familiarity with cats (would be a plus...liking 'em is a must!)

The position involves:

- promoting our cats by creating interesting, informative and engaging profiles that will attract their most suitable adoption opportunities
- thoroughly researching background and characteristics to showcase each cat's unique personality and generate interest from potential adopters
- monitoring the profiles you've written, and updating them as new details emerge to keep the profiles accurate and fresh
- taking photos/videos of the cats (optional)

The time commitment is variable (approximately 1-2 hrs per week, on average).

Profiles are submitted and posted remotely.

- We ask for a minimum six-month commitment for all volunteers
- Must be available for an interview

## Cat Adoption Application Coordinator

Working as part of a team and reporting to the Cat Adoption Manager, the Adoption Application Coordinator is responsible for reviewing, responding to adoption applications, pre-screening applicants, and connecting applicants to foster parents and adoption coordinators at the Etobicoke Humane Society.

Responsibilities include:

- Communicating / responding to potential adopters in a timely fashion to support the needs of the organization, their requests and the animals
- Conducting phone pre-screen interviews with potential adopters and making recommendations on fit
- Working with vet reference checkers to gather information on history of applicant's care for current and/or previous pets
- Emailing adoption team the outcome of pre-screen interviews, and declining applicants where appropriate
- Guiding adoption applicants through our contactless adoption process, including sending cat medical records and videos, and connecting applicants to foster parents and adoption coordinators
- Understanding, promoting and explaining the adoption process to potential adopters
- Updating the adoption application tracking system. Ensuring data relating to each adoption application is input in a timely and accurate manner.
- Staying on top of emails and information available about our cats
- 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 the adoption team and partner teams such as fosters and surrenders as well as 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
- Proficient in Google documents and sheets
- Ability to work independently and also take direction as part of a team
- Affection for animals, concern for their welfare, and personal alignment with EHS policies
- Familiarity with cats, knowledge of cat care and behaviour is an asset.
- Must be at least 18 years of age.
  - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

## Cat Adoption Coordinator

Working as part of a team and reporting to the Cat Adoption Manager, the Adoption Coordinator is responsible for interviewing potential adopters, and determining whether they are the right match for a specific cat at the Etobicoke Humane Society.

Responsibilities include:

- Remotely interviewing adoption applicants and using judgment to determine whether applicant is a good fit for the animal, and meets our standards for adoption, including alignment with EHS policies
- Communicating / responding to potential adopters in a timely fashion to support the needs of the organization, their requests and the animals
- Collaborating with the foster care team and other teams at EHS to facilitate shelter pick up of adopted cat
- Maintaining the adoption tracking system so that information on animals that are adopted is up to date. Ensuring data relating to adopted animals is input in a timely and accurate manner.
- Staying on top of emails and information available about our cats so as to ensure a fit for potential adopters
- 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 the adoption team and partner teams such as fosters and surrenders as well as 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
- Proficient in Google documents and sheets and video conferencing platforms like Zoom or Skype
- Ability to work independently and also take direction as part of a team
- Affection for animals, concern for their welfare, and personal alignment with EHS policies
- Familiarity with cats, knowledge of cat care and behaviour is an asset.
- Must be at least 18 years of age.
- We ask for a minimum six-month commitment for all volunteers
- Must be available for an interview

## **Cat Foster Application Coordinator**

Working as part of a team and reporting to the Cat Foster Placement Manager, the Foster Application Coordinator is responsible for reviewing, responding to foster applications, interviewing applicants, determining whether they are the right match for the Etobicoke Humane Society foster program.

### **Responsibilities include:**

- Communicating / responding to potential fosters in a timely fashion to support the needs of the organization
- Conducting video interviews with potential fosters, assessing their suitability for the EHS foster program
- Emailing CCG team the outcome of interviews, and declining applicants where appropriate
- Understanding, promoting and explaining the foster process to potential fosters
- Staying on top of emails and information available about our foster program
- 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 the other Cat teams. 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
- Proficient in Google documents and sheets
- Ability to work independently and also take direction as part of a team
- Affection for animals, concern for their welfare, and personal alignment with EHS policies
- Familiarity with cats, knowledge of cat care and behaviour is an asset.
- Must be at least 18 years of age.
  - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

## Cat Foster Coordinator

Working as part of a team and reporting to the Cat Foster Manager, the primary responsibility of the Foster Coordinator is to provide oversight of cat(s) in our care, acting as an open channel of communication with their foster families; assuring that established guidelines such as feeding only shelter-provided food (some cats require special dietary formula) are followed, identifying and following up on medical requirements, providing weekly updates, ensuring assigned foster(s) complete mandatory training; and that EHS Foster Policies and Procedures are adhered to.

### Responsibilities include:

- Setting up entry of assigned foster cat(s) and maintaining Current Foster Cat spreadsheet
- Arrange for food and supply pickup during foster care stay as required
- Schedule follow-up veterinary appointments and follow-up on vet visit results and communicate with Manager and CCG group
- Engage the foster parent at least once weekly (and more often informally if cat/kitten is unwell) to request updates on cat/kitten's personality, status of any ongoing medical issues and any photos or videos
- Working with the Foster Manager to schedule emergency veterinary appointments
- Ensuring that assigned fosters adhere to established policies and procedures
- Ensuring that assigned fosters complete training where applicable
- Support the adoption coordinator in setting up adoption visits with foster parents as required.
- Collaborate with fosters to update cat(s) bio and photos on a monthly basis
- 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 the foster team as well as all volunteers. Treating people with respect, contributing to effective teamwork; fostering good public relations beneficial to the shelter and its programs.
- Performing other duties as assigned.

### Related competencies:

- Ability to respond to emails and texts in a responsive manner
- Strong written and verbal communication skills
- Proficient in Google documents and sheets and forms
- Ability to work independently.
- Affection for animals, concern for their welfare.
- Familiarity with animals, knowledge of animal care and behaviour.
- Must be at least 18 years of age.
  - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

## Cat Intake Coordinator

Working as part of a team and reporting to the Cat Intake Manager, the Cat Intake Coordinator is responsible for facilitating the rescue of cats from kill shelters and local colonies, and setting them up under the EHS systems and database.

Responsibilities include:

- Booking intake appointments for rescue cats at our vet clinics
- Working with the Foster Placement Manager and Shelter Manager to ensure placement for rescue cats in foster or in shelter is available on the day of their intake
- Arranging of transport of approved cats from kill shelters to our vet clinics for intake appointments
- Communicating with vets to advise of vaccines, medications, and procedures needed to be done at intake, and following up to obtain information about how the vet visit went and the cat's overall health (intake checklist)
- Emailing intake information to cat coordinator group, including picture and background information
- Setting up entry for rescue cat on PetPoint database and in Cat Summary spreadsheet
- Filling out Google Form to generate adoption paperwork for the cat
- 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 the foster team as well as 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
- Proficient in Google documents and sheets and forms
- Ability to work independently.
- Affection for animals, concern for their welfare.
- Familiarity with animals, knowledge of animal care and behaviour is an asset.
- Must be at least 18 years of age.
  - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

## **Cat Surrender Coordinator**

Working as part of a team and reporting to the Cat Intake Manager, the Cat Surrender Coordinator is responsible for processing surrender applications, making recommendations for intake, and facilitating surrendered cats' arrival into the EHS cat program.

Responsibilities include:

- Communicating / responding to surrender applicants in a timely fashion to support the needs of the organization, their requests and the animals
- Evaluating submitted surrender applications by gathering as much information about the cat as possible, and obtaining pictures and vet records where available
- Explaining surrender process to applicants and manage expectations about timing and outcome
- Emailing surrender team recommendations for intake including details about each application for cats that are not approved, inform owners and provide names and contacts of other rescues or organizations that might be able to take their cat in
- For approved cats, arranging for electronic signing of transfer of ownership contract, and e-transfer of surrender fee to [payments@etobicokehumanesociety.com](mailto:payments@etobicokehumanesociety.com)
- Booking intake appointments for surrendered cats at our vet clinics
- Working with the Foster Placement Manager and Shelter Manager to ensure placement for surrendered cats in foster or in shelter is available on the day of their intake
- Communicating with vets to advise of vaccines, medications, and procedures needed to be done at intake, and following up to obtain information about how the vet visit went and the cat's overall health (intake checklist)
- Emailing intake information to cat coordinator group, including picture and background information
- Setting up entry for surrendered cat on PetPoint database and in Cat Summary spreadsheet
- Filling out Google Form to generate adoption paperwork for the cat
- 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 the foster team as well as 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
- Proficient in Google documents and sheets and forms
- Ability to work independently.
- Affection for animals, concern for their welfare.
- Familiarity with animals, knowledge of animal care and behaviour is an asset.
- Must be at least 18 years of age.
  - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

## **Cat Vet Reference Checker**

Working as part of a team and reporting to the Cat Adoption Manager, the Vet Reference Checker is responsible for gathering information about care provided by adoption applicants to current/previous pets

Responsibilities include:

- Communicating with adoption application coordinators to obtain information about applicants' vet
- references, including consent to contact
- Calling vet clinics and gathering information from staff regarding the care provided by the applicant for their current and/or previous pets (standard questions provided)
- Asking follow up questions as needed
- Emailing adoption application coordinators with the outcome of the vet reference check, including any gaps in care identified or follow up needed with the applicant

Related competencies:

- Strong written and verbal communication skills
- Proficient in Google documents and sheets
- Ability to work independently and also take direction as part of a team
- Affection for animals, concern for their welfare, and personal alignment with EHS policies
- Familiarity with cats, knowledge of cat care and behaviour is an asset.
- Must be at least 18 years of age.
  - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

## Cat Transportation Manager

Our team of volunteers is growing so we're looking for a Cat Transportation Manager to join the Etobicoke Humane Society.

The Cat Transportation Team was formed in early 2020, shortly after the pandemic broke out in an effort to minimize the number of volunteers going in and out of the shelter. The team has been such a success that we're onboarding a manager to coordinate the team on a permanent basis.

Reporting to the Senior Manager, and working closely with the Cat Supply Manager, the Cat Transportation Manager is responsible for managing and coordinating all of the volunteer drivers, supply deliveries and transportation requests to and from the Etobicoke Humane Society, vet appointments and foster homes.

Responsibilities include:

- Ensuring all transportation requests are fulfilled by the Drive Team in a timely fashion
  - This includes emailing the Drive Team when a drive request comes in and ensuring the entire trip has been covered by members of the Drive Team
  - This also includes last minute drive requests during the day, throughout the week
- Communicating with the Medical Cats Team when drive requests have been fulfilled
- Communicating with our vet partners so they're aware when drivers will be dropping off cats for appointments and picking them up
  - This also includes picking up medication and food at our vet partners when instructed to do so by the Cat Supply Manager
- Working with the Cat Supply Manager to ensure weekend food & supply deliveries are fulfilled every weekend

Related competencies:

- Demonstrated experience in managing teams of people
- Strong written and verbal communication skills
- Proficient in working with web-based computer applications
- Proficient in G-Suite
- 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 necessary
- Must be at least 18 years of age.
  - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

## Cat Team Drivers

We're currently seeking fully licensed drivers who want to volunteer with EHS on a regular basis, transporting cats to and from foster homes, our vet partners (throughout the GTA and beyond) and our shelter - located at 67 Six Point Drive (Islington & Queensway).

**\*\* In particular, if you have weekday availability and feel comfortable driving as far as west as Hamilton or as far east as Scarborough - we want to hear from you! \*\***

Drivers will be required to:

- Have their own vehicle (or regular access to a vehicle)
- Lift cat carriers (sometimes up to 20lbs) into their vehicle and into the vets/shelter
- Weekday availability to drive to and from our fosters, vet partners, and shelter is ideal (between 7AM - 7PM)
- Confident using G-Suite - or willingness to learn
- And bonus points if you're comfortable assisting fosters/volunteers with getting cats into their carriers - since we all know how much cats LOVE being carriers :)
  - **Must be at least 18 years of age.**
    - We ask for a minimum six-month commitment for all volunteers
  - Must be available for an interview

Apply today by filling out this form: <https://forms.gle/wyPkHbSf7rq4SNYe9>

If you have any questions, email our Transport and Supply Manager at [cat.transport.manager@etobicokehumanesociety.com](mailto:cat.transport.manager@etobicokehumanesociety.com).

## Cat Volunteers

We're looking for people who are available for one of the following shifts at the shelter:

- Every morning (8:30am-11:30am)
- Every afternoon (1-4pm)
- Every Evening (6:30-9:00)

## Volunteer requirements:

- Volunteers must be at least 18 years of age to work with dogs. Volunteers must be at least 14 years of age to work with cats. Volunteers 14-16 years of age must be accompanied by a parent/guardian for all shifts
- Volunteers must be at least 18 years of age for all other positions
- We ask for a minimum six-month commitment for all volunteers
- For in-person shelter positions proof of a current tetanus shot is required
- We require proof of current vaccinations for personal pets
- Must be available for an interview