



ANDERSON HUMANE

Clinic Resource Consultant

Job Description

Anderson Humane is a one-of-a-kind, non-profit, animal welfare organization. We focus on creating and supporting mutually beneficial relationships between people and animals through adoption, veterinary care, community programs, and wildlife rescue.

Our Clinic Resource Consultant is a highly visible representative of Anderson Humane who promotes meaningful communication between Anderson Humane and our community while coordinating veterinary care for our shelter animals and publicly owned animals. The Clinic Resource Consultant must practice compassionate care in providing resources for the community as well as humane handling of all animals we care for.

Reports to: Clinic Manager

Job Type: Regular, Full-time, Non-Exempt, Onsite

Duties and Responsibilities (to include, but not limited to)

- Acquire a strong understanding of the internal movement of Anderson Humane's animals from intake until adoption, their medical needs, scheduling, and the routing and filing of records in accordance with organizational and department policies and procedures.
- Acquire a strong understanding of the Low-Cost Community Clinic's services offered, preventative care recommendations, the process of scheduling, intaking and discharging, and the routing and filing of records in accordance with policies and procedures.
- Promote Anderson Humane's mission by treating all animals humanely and with care and compassion at all times. Practice and promote Fear-Free methodology in animal handling, enrichment, and training.
- Engage in positive and constructive relationships with the public while also being objective and reasonable.
- Determine foster/adopter/client's needs for their animal's medical care and assist accordingly; facilitate discussion of needs, symptoms, and concerns; coordinate the implementation of veterinarian recommendations including scheduling, medication pickup, progress reports, etc.
- Counsel individuals in comprehensive veterinary care for their animals including standards of preventative care, while making recommendations based on their unique needs or financial constraints.
- Counsel individuals in animal care that includes fear-free handling, positive reinforcement training, and working towards patient compliance to reduce stress and promote a safer and healthier veterinary experience. Engage in opportunities to respectfully inform and educate.
- Keep organized records; regularly update the ShelterLuv database accurately with detailed data.
- Maintain accurate and detailed financial records of cash, credit, and check handling while following organizational and department policies and procedures.
- Assist and independently facilitate vaccine clinics including on some Saturdays 9am-1pm.
- Project an outgoing, enthusiastic, and supportive representation of Anderson Humane at all times.
- Engage in positive, and constructive relationships with the public while also being objective and reasonable.
- Model professional behavior in stressful or high-emotion situations; asks appropriate questions in an effort to gather pertinent information.
- Respond to requests from the public and Anderson Humane staff with urgency while being clear, concise, and helpful.
- Diffuse conflicts by making decisions that resolve problems. When unavoidable, deal with conflict calmly and constructively focusing on facts and finding a solution, not on persons involved.
- Attend any events, meetings, or programs as assigned.
- Other duties as assigned.

Work Environment

- Availability to work a flexible schedule of mornings, afternoons, and evenings on weekdays; as well as nights, weekends, and non-standard hours as required at our South Elgin shelter and clinic locations.
- The need for safety awareness at all times due to animal exposure.
- Shared office space.
- Willingness and ability to work with animals of all temperaments and species; enjoyment from having them in the workplace.
- Exposure to high noise levels and possible unpleasant smells; potential exposure to zoonotic diseases, animal scratches and bites.
- Work may be performed outdoors with exposure to all weather conditions.
- Moderately active, like walking, standing, and lifting throughout the day.
- Ability to lift up to 40 pounds with assistance.

Candidate Requirements

Education and Expertise

- 1 to 2 years of customer service experience required.
- Experience in veterinary medicine or human medicine is preferred; basic knowledge of medical terminology and knowledge of veterinary care such as vaccinations, heartworm preventions, etc. is ideal.
- Fear Free Shelters methodology certification (training is provided).
- Must have own transportation, valid driver's license and insurable driving record.

Knowledge, Skills, and Abilities

- MUST have the desire and ability to work with the public; and a passion for animal welfare, and Anderson Humane's mission.
- Demonstrates a fundamental understanding of body language and behavior of dogs and cats.
- Sense of ease handling domestic animals.
- Experience
 - Tech-savvy; comfortable learning new computer programs and technology
 - Familiar with the Google platform and experience with Excel and Microsoft Office
 - Works well with cross-functional teams.
- Communicates clearly and concisely in verbal and written form; Spanish fluency is a big plus!
- Demonstrates the ability to manage projects, communications, and priorities in a constantly changing environment.
- Effective time management skills; can multi-task and redirect efforts with minimal supervision when priorities change
- A self-starter who takes the initiative and showcases ability to work independently and as part of the team.
- Comfort with managing and delegating duties to volunteers
- Superior interpersonal communication skills exuding warmth and inclusion

Euthanasia Statement

Staff and volunteers of Anderson Humane must understand and accept that, even though all reasonable accommodations are made to support the physical and emotional health of our animals, there are situations in which animals must be euthanized.

JDB/TJ Sep24