

Denver Animal Protection Community Outreach Navigator Job Analysis

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General Statement of Duties and Responsibilities

Engages the Community in a variety of forms to gather data, offer resources, facilitate client/animal health services, and educate the citizens of Denver to help them live better, longer. Performs proactive, door-to-door canvassing for DAP's Outreach Programs. Provides clients with free client/animal health services and connects families with CCD public health resources and programming. Attends, tables, and presents at community meetings and events to share the work and resources offered by DAP. Assists Humane Education and conducts shelter tours. Ensures databases are current and up to date, and reports on program metrics and goals.

Essential Functions

1. Pro-active outreach in the Community. This position utilizes a variety of tools and methods in reaching the citizens of Denver, where they are, in order to offer resources and information about city compliance, city policy, pet retention assistance, health programs, and other client/animal services available. This includes door to door canvassing of traditionally under-served neighborhoods in order to fulfill basic client/pet health needs in areas that traditionally have had little to no access to basic services and resources.
2. Reactive outreach and case coordination in the community. Clients are identified, services are rendered, and relationships are built and sustained. This role assists clients in a variety of ongoing ways after being identified through pro-active work or internal/external referrals. Continued facilitated resource-based compliance assistance for all referral clients and residents of our service areas. This also includes connecting clients with partner organizations, both public and private, to facilitate services that we don't offer ourselves. Connecting clients with partners that may be able to assist with health and housing needs through referrals to Denver Human Services, Office of Housing Stability, and Denver Housing Authority.
3. Database and records management. This includes any compliance related licensing data on vaccinations and spay/neuter status, scheduling services the program facilitates, and health services and budgeting. We also track and manage all microchip information for animals in our systems as well as ensure the client is aware of procedures on registering this with the private companies. This role runs reports monthly on all data as it pertains to goals and services rendered for it to be included in our program and general shelter statistics.
4. Community Presentations, Meetings, and Events. This includes program presentations specific to underserved areas of our city, and when needed, general shelter presentations on services offered and policies enforced across Denver. This role tables at events and public locations in order to meet people where they are as opposed to people who already know about the work and services we offer. We open a healthy dialogue in order to present our resources, services, and our shelter generally in order to build trust through our commitment to openness and engagement in the community.
5. Conducting regular Free Spay/Neuter Clinics for pets referred for resource-based compliance assistance or in appropriately identified service areas. Facilitates, schedules, and organizes clients, pets, volunteers, and partners for all regular clinics. These are typically held once a week using either a veterinary partner or in-house option to conduct free surgeries, vaccinations,

microchipping, and licensing. This position rotates with the fellow Navigator, acting as lead or support for all day of client/animal paperwork, data entry, and transport.

6. Bi-annual free vaccination clinics within the service areas the program operates. This includes canvassing and other promotion responsibilities, scheduling services and partners, and day of clinic work to bring free vaccination and compliance opportunities to neighborhoods that have not had access or experience barriers to these resources.
7. Intern and Volunteer Coordination for pro-active outreach, projects, and events. Responsible for training and acting as the main point of contact for volunteers assigned by the program supervisor. Organizes volunteers for major vaccination and outreach events as well as assistance with door to door canvassing and other program needs.

Program Responsibilities

DAP's Community Outreach Services is a community health initiative focused on proactive outreach to connect pet owners with resources to improve the quality of life of pets and people. The program involves working with community partners on health equity and research around social determinants of health. Work includes partnerships with Denver Human Services, Office of Housing Stability, City Attorney's Office, DU's Institute for the Human-Animal Connection and other Denver Dept of Public Health and Environment staff.

- Conducts ongoing community outreach to pet owners in our communities, focusing on the issues of spay/neuter and general client/animal health and wellness. Outreach will include door-to-door conversations, community events, and presentations.
- Coordinates with local spay/neuter providers to schedule spay/neuter appointments for clients. Follows designated communication process and scheduling logistics with surgery providers.
- Coordinates with local Veterinarians to provide low cost and free medical support for residents experiencing barriers to access and affordability with regards to their owned pets experiencing health issues.
- Goes door-to-door to pro-actively present information and resources in underserved areas of the community.
- Presents and speaks publicly at neighborhood meetings, organizational meetings, and at partner events.
- Conducts all before and after meetings with clients signed up for spay/neuter appointments and makes program manager aware of clients who need additional engagement.
- Builds relationships within greater Denver Metro area with other animal organizations, community groups, community leaders, etc.
- Organizes and implements community outreach events, including advertising.
- Assists when needed with fundraising, community presentations, and other program tasks.
- Collects and evaluates data to measure success of the program, outlining needed changes for improvements and preparing reports of outcomes and recommendations to program manager.
- As directed by the program manager, represent Pets for Life when meeting with the media, other organizations, or when attending conferences, etc.
- Experience working with diverse people, environments, and backgrounds.
- Performs other related duties as assigned.

Level of Decision Making

Service area specific outreach approach and client services

Spay/Neuter vendor scheduling

Vaccination and animal wellness decisions

Resource and information marketing to Clients

Client case management as it pertains to services, info and partner connections

Software

Chameleon Kennel Software – Client and animal records management

Excel- reporting on and organizing data spreadsheets

Microsoft word – word processing

Varied partner's services scheduling software- dependent on partner