

Positive Alternatives to Shelter Surrender (PASS) Manager

Positive Alternatives to Shelter Surrender (P.A.S.S.) is Austin Pets Alive!'s intake diversion program, helping keep pets in the home with their families by providing owners with information about and access to community resources, including low-cost medical options, behavioral resources, help with food, and more. The PASS Manager will work closely with pet owners, other members of the public, and representatives from a variety of organizations to find the best possible outcomes for pet owners seeking assistance, always with the goal of shelter surrender being the last reasonable resort.

ESSENTIAL FUNCTIONS:

- Triage and respond to emails and phone calls from members of the public who are seeking assistance with resources or rehoming for their pets, including urgent/emergency veterinary care, boarding options, food, pet deposits, etc.
- Manage and moderate PASS Facebook group; Be a visible and trusted leader for the PASS community through consistent and professional engagement and support
- Recruit, train, and manage volunteers to assist with the program to help ensure consistent shift coverage
- Work diplomatically and with discretion to help the public dealing with neglect, cruelty, and abuse situations; handle sensitive and crisis situations professionally and with caution (may involve working communication with police, sheriff, animal services officers, case workers, and other social services)
- Maintain and make accessible information regarding community resources that are available for pet owners in Austin, Travis County, and other frequently-needed areas
- Research and coordinate pet resources for the public that are sometimes unique and require outside-the-box thinking
- Continually increase and build the PASS community and resources through social media and other means (i.e. other rescues, shelters)
- Manage Thrive/Pathway veterinary relationship for animals with critical medical needs
- Build and manage a community boarding program for temporary placement of family pets
- Coordinate with APA! intake teams to determine good candidates for APA!'s programs when all other options are exhausted; collect relevant information from owners to help with decision-making
- Build and manage data-collection system to track progress and support offered through program to ensure proper resource allocation
- Build and maintain volunteer participation to assist with program work
- Other duties may be assigned as necessary

OTHER FUNCTIONS:

- Attend and participate in all required training sessions and meetings
- Maintain open and consistent communication with Program Manager or designee, supervisor, and other colleagues
- Stay knowledgeable about APA! programs and processes, particularly as they relate to intake
- Able to react to change productively and perform other related duties as assigned

- Able to work evenings, weekends, and holidays as needed
- Able to work in a high volume, fast-paced, high-stress environment

QUALIFICATIONS, SKILLS & EXPECTATIONS:

- Minimum of two (2) years experience in a social service and/or progressive animal welfare organization preferred
- Demonstrated ability to communicate with the public clearly and diplomatically
- Demonstrated ability to quickly and objectively assess situations and offer appropriate resources and solutions
- Ability to remain calm and professional, and communicate well in high-stress and crisis situations
- Excitement for creative problem-solving with limited resources
- Good working knowledge of G-suite applications, popular social media platforms such as Facebook, and other methods for connecting people to resources in the community
- Case management experience a plus
- Bilingual in English and Spanish preferred
- Good working knowledge of the intake policies and safety of other area shelters
- Good working knowledge of low cost vets, surgical centers, and emergency vets in the Austin area
- Must embody APA!'s Core Values of Innovation, Respect, Drive, Resourcefulness, and Inclusion
- Commitment to APA!'s customer experience expectations
- Willing and committed to working well with volunteers and staff in all roles

PHYSICAL JOB REQUIREMENTS:

- Prolonged periods of sitting/standing at a desk and working on a computer or talking on the phone
- May need to be able to work around animals (including diseased, injured, and/or potentially aggressive animals), loud noises, chlorine or other chemicals, and inclement weather

WORK ENVIRONMENT:

- Standard office environment, with exposure to environmental conditions that include working with and near animals
- When working remotely, the role can be done from a home office or similar location
- Occasional after-hours or weekend work may be required to support program needs
- Work is normally performed inside; some outside work is required

TIME COMMITMENT:

- This is a full-time, exempt position with an average of 40 hours per week
- Flexible hours, including evenings and weekends, are required

WORKING RELATIONSHIPS:

- This position reports directly to the Director of Lifesaving Operations
- This position supervises the PASS Coordinator and various team volunteers

LOCATION(S):

- APA! Main - Town Lake Animal Center
- May travel to offsite locations as needed
- Some remote work possible

BENEFITS:

Add your benefits here.