



**POSITION DESCRIPTION**  
**TITLE: COMMUNITY PET CASE WORKER**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required by the individual. Other duties than those listed herein may be assigned.

**FLSA STATUS: Salary**                      **Effective Date: 04/20/2021**  
**CREATED BY: Meredith Jones**      **TITLE: Vice President, Operations**      **DATE: 04/20/2021**

**This position is supervised by:** Director, Community Outreach

**This position supervises/manages:** None

**Job Summary:**

Responsible for helping pet owners navigate their challenges in keeping pets in a healthy, loving home. This position will work primarily with the Pet Resource Center and Animal Cruelty Investigations departments by helping pet owners in crisis address the root cause(s) that is leading to pets and their owners not thriving in their home environment, which may include, but are not limited to, the following situations: surrender or economic euthanasia, animal hoarding, neglect, and more.

**Summary of Essential Job Tasks:**

- Expand resources and develop community partnerships with human social service organizations to provide long-term intake diversion to pet owners in need.
- Work with the Animal Cruelty Investigations department in creating a follow-up program for pet owners in animal hoarding situations in order to reduce hoarding recidivism.
- Assist the Pet Resource Center and Animal Cruelty Investigations department on-scene and contact human social service organizations, when needed.
- Build a toolkit of resources, which can be shared with partners throughout the North Texas to establish long-term solutions to prevent or decrease pet surrender and economic euthanasia (hospitals, shelters, nursing facilities, etc.).
- Assist in creating employee training and resource guides with an emphasis on surrender intervention from a holistic social work perspective.
- Assist in facilitating training around tools and support to prevent or lessen employee compassion fatigue.
- Gather pertinent data and establish baseline data on human-related issues leading to pet surrender to determine long-term sustainability tactics and programmatic goals.
- Establish departmental goals and key performance indicators related to intake diversion and animal cruelty recidivism. Regularly provide relevant daily, weekly, monthly, and yearly reports and analyze data regularly to determine effective strategies for improvement.
- Continually research new advances in pet owner intake diversion support.
- Participate in inter-departmental meetings and discussions to support and develop the SPCA of Texas' goals and objectives through animal care programs.
- Provide opportunities for cross-training across all departments in order to expand overall staff coverage.
- Identify risks to the organization and work with the SPCA of Texas legal, communications, and finance teams to minimize exposure; when necessary, modify processes.
- Actively engage with volunteers in such a way that provides support for our volunteers and staff and proactively improves our volunteer program.
- Be an ambassador for the SPCA of Texas, sharing the work and mission with your friends and family and be knowledgeable of the various ways to support our work.

**Abilities Requirements:**

- Excellent written and verbal communication, presentation, and interpersonal skills.
- Able to work successfully in a diverse team environment.
- Demonstrated ability in handling multiple priorities, project management and meeting deadlines; strong planning and organizational skills.
- Proven relationship building, persuasion and influence skills.



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- Strong customer service orientation, with extensive experience in effectively addressing and resolving issues with constituents.
- Ability to proactively monitor and adjust activities to respond to changing circumstances and priorities to meet goals, proactively address issues as they arise and mitigate risks associated to events.
- Outcome driven; strong project management ability.
- Able to work through others to accomplish goals.
- Remains composed under stress, handles responses to criticism tactfully and delivers on organizational commitments.
- Broad knowledge of the overall structure, programs, and services of the SPCA of Texas including policies and procedures.
- Proficient in computer-based information systems.

**Applicant Information:**

- Social work professional with at least 3 years of experience working in the field.
- LCSW or equivalent required.
- Bilingual in Spanish and English preferred.
- Strong communication skills with proficiency in Microsoft Office.
- Results-oriented, creative, and collaborative work style.
- Excellent attention to detail, problem solving, and time management skills.
- High level of interpersonal skills to handle multiple stakeholders both internally and externally.

**Working Conditions:**

- Applicant may be required to work more than 8 hours in a day or 40 hours in a week in a fast paced, demanding work atmosphere. Shift times may vary and include weekend hours.
- Applicant must be interested in the animal welfare population and serving low-income and underserved communities.
- To best serve the needs of our community and clients, the shift for this position may include weekend hours.

**Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.
  - Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This position is regularly required to use hands to fingers, handle, and talk and hear. The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel or crouch. The position holder must be able to regularly lift and/or move up to 40 pounds.
- Specific vision abilities required for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.
- While performing the duties of this job this position may be exposed to animal odors or airborne particles.
- The noise level in the work environment is occasionally high.



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I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

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**Approvals:**

**SR VP/VP:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Human Resources:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please contact Karen Froehlich at [kfroehlich@sPCA.org](mailto:kfroehlich@sPCA.org)