



Health Manager

Our Culture

We believe in harnessing the power of diversity to create a culture of belonging where all individuals are celebrated and valued for their unique ideas, perspectives, and strengths as a means to achieving personal excellence and organizational success.

Our Values

Lead the Pack: Commit to excellence in all we do

Be the Person Your Dog Thinks You Are: Demonstrate integrity to build trust

Work Together, Wag Together: Achieve shared goals while having fun

Keep our Dogs in a Row: Steward all resources efficiently and effectively

Unleash the Power of Diversity: Foster a diverse, equitable, and inclusive organizational culture

The Purpose of Your Role

Under the direction and guidance of the Deputy Director of Operations, this position will utilize creative, dynamic, and innovative solutions to develop and sustain the Freedom Service Dogs Health program. This position is responsible for strategically cultivating beneficial relationships in order to provide exceptional health and vet care for all puppies four (4) weeks and older and dogs in training. This position is responsible for developing and implementing program strategies and procedures and meeting established quality and quantitative goals. The successful Health Manager will ensure FSD's excellence as a member of the service dog community.

The Skills You Bring

- Passion for working with people
- Effective people, program, and project management skills
- Love of dogs
- Adaptability
- Problem-solving skills, resourcefulness
- Desire to learn and teach
- Team player
- Positivity
- Highly motivated
- Effective communication skills
- Reliable and responsible
- Organization and attention to detail
- Proficiency in Microsoft Word, Excel, and Outlook
- Knowledge of customer relationship management software (CRM)

Our Investment in You

- Competitive Salary: \$56,000 - \$70,000 / annually
- Medical, dental, and vision insurance covered in part by FSD
- Life insurance covered by FSD
- 401k plan with company match
- 14 Holidays & Generous Paid Time Off
- Professional Learning Opportunities
- Wagging tails, dog kisses, and puppy breath

The Work You Will Do

The essential functions listed below are intended only as illustrations of the various types of work that may be performed; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to be completed by the position:

Leadership

- Create a dynamic work culture that reflects FSD values: commitment to excellence; integrity and trust; shared goals; and a welcoming and inclusive environment.
- Empower staff by providing information, tools, and skills needed to meet organizational, program, and individual goals.
- Establish and manage clear expectations of staff.
- Monitor team performance and report on key metrics.

Health Program Management and Coordination

- Work with the Deputy Director of Operations to create strategic direction for the health program.
- Work collaboratively with Operations Managers to problem-solve creatively and work together to fulfill the Organization's mission.
- Provide leadership and direction to the Health Coordinators and Health program including implementation of strategies designed to maximize dog health and organization success.
- Develop and monitor budget for health and manage resource allocation.
- Work with the Health team to ensure ADI, AAI, and PACFA standards are adhered to and maintained.
- Work together with Operations managers to collaborate, problem-solve, and coordinate and lead teams with the objective of fulfilling the Organization's mission and goals.
- Work with Health Team and Reproduction and Genetics team to create and implement health protocols from reproduction through graduation.
- Work with the Client Services Team to determine service dog eligibility based on health history and evaluations
- Work with Reproduction and Genetics Manager to grow and maintain a breeding colony which meets all established behavioral and medical requirements to meet the needs of clients.
- Work with Health Team to ensure appropriate preventative care is provided to all puppies and dogs in the Organization's care.
- Work with on-site contract veterinarian, Health Team, and veterinarian partners to address non-emergency and emergency health care.
- Establish and manage accounts, communication, and invoicing with veterinary partners
- Guide medical and emergency treatment decisions based on quality treatment standards.
- Assist with exams, health care, kennel care, and cleaning as needed.
- Work with the Health Team to manage inventory and ordering of medications and supplies as needed.
- Responsible for covering for health staff when they are on PTO or as needed.
- On-call availability to support urgent and emergency issues relating to the Health program.
- Management of on-call scheduling for Health Coordinators.

Data Collection and Reporting

- Work with Health team and Dog Ops teams to build, problem-solve, and train staff in maintaining accurate health records and dog tracking info in the Organization's database.
- Work with database and program spreadsheets to track program data.
- Analyze data to monitor and improve program success.
- Provide reports to the Leadership team, CEO, and Board of Directors as requested.
- Compile all relevant health data needed for PACFA and ADI inspections and recertification.

Education and Outreach

- Coordinate professional development for Health Team.
- Responsible for providing education opportunities regarding health and veterinary care to clients, staff, volunteers, and other constituents.
- Cultivate relationships with other ADI organizations to promote collaboration and information sharing.

- Cultivate relationships with veterinary partners and other health related professionals in order to diversify and health care options and providers.
- Represent FSD at community events, participate in presentations and conduct demonstrations as needed.

Other

- Participate in continuing education related to animal health and wellness, veterinary care, industry standards pertaining to service dog health and other relevant educational opportunities.
- Drive company vehicles to transport dogs or other Organization needs.
- Any other duties that may be assigned

Supervisory Responsibility

This position supervises the Health and Database Coordinator, Puppy Health Coordinator, and Nursery Health Coordinator and carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include interviewing, hiring and training direct reports; providing leadership; planning and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.

Work Environment & Physical Demands

This job operates in both a professional office environment and in dog kennels and surrounding areas. The noise level in the office work environment is usually moderate. The noise level in dog kennels environment can be loud. The location is a non-smoking environment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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While performing the duties of this job the employee is regularly required to be very physically active which includes handling dogs up to 70 lbs. The employee is frequently required to stand, bend, stoop, kneel, crouch, crawl and perform a variety of physical motions with his or her hands, arms, shoulders, and legs to care for and train dogs. The employee is often on her or his feet and is often required to walk; escort visitors or volunteers in or around the kennel areas; and climb or balance. The employee is to communicate regularly with others. Employee must be able to manipulate and use all equipment and tools necessary to care for dogs, including leashes, medicines, locking mechanisms, and dog toys. The employee must have the ability to rapidly use computer equipment, printers, copy machine, and other general office machines.

Occasional driving in organization vehicle is expected. Valid drivers license is required.

Position Type and Expected Hours of Work

This is a full-time, exempt position consisting of approximately 40 hours of work per week. This position will require occasional evenings and/or weekends to assist with dog and client needs. Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen demands outside of regular hours.

Travel

Local travel, such as travel to outreach, education or fundraising events are expected. Occasional out of state or in-state travel may be required due to client or organization needs.

Required Education, Experience and Competencies

- Bachelor's degree in applied animal behavior, animal-assisted therapy, biology, zoology, or related experience.
- Minimum of three (3) years of experience in providing canine health and or vet care.
- Minimum of three (3) years in a supervisory and management position.
- Experience with program development and management.
- Advanced knowledge of preventative, non-emergency, and emergency animal health care.
- Advanced understanding of canine behavior and learning theory.
- Experience working with volunteers.
- Proficiency in Client Relationship Management (CRM) programs.
- Proficiency in Microsoft applications (Excel, Word, Outlook PowerPoint).
- Excellent diplomatic abilities with the ability to make difficult decisions relating to the FSD mission.
- Ability to simultaneously manage and effectively prioritize a large number of operational activities.

Preferred Education, Experience and Competencies

- Five (5) years in a supervisory and management position.
- Three (3) years working at an Assistance Dogs International (ADI) affiliated organization.
- Experience working with volunteers.
- Proficiency with Salesforce, Dog and Client Tracker CRM.
- Master's degree in animal behavior, animal-assisted therapy, biology, zoology, or related field.

Required Skills and Competencies

Leadership Skills:

- Exhibit confidence in self and others; inspire and motivate others to perform well; effectively influence actions and opinions of others.
- Ability to make decisions with sound and accurate judgment; support and explain reasoning for decisions and includes appropriate people in decision-making process; makes timely decisions.
- Ability to develop strategies to achieve organizational goals; understand organization's strength and weaknesses and adapt strategy to changing conditions.
- Ability to manage change; develop workable implementation plans; communicate change effectively; build commitment and overcome resistance to change; and support those affected by change.

Language and Communication Skills:

- Ability to communicate effectively with clients, community members, direct reports, management, peers, donors, stakeholders and volunteers.
- Ability to write reports, business correspondence and procedure manuals utilizing advanced English language skills, including spelling, sentence structure, syntax, grammar, usage, and the chief aspects of style, such as punctuation, capitalization, abbreviations, plurals and possessives, and compound words.
- Interpersonal skills necessary to communicate and follow instructions effectively from a diverse group of staff and provide information with ordinary courtesy, patience and tact.
- Ability to speak clearly and persuasively in positive and negative situations, listen and get clarification, and respond well to questions.
- Ability to make presentations comfortably to small and large groups.

Intellectual Skills

- Ability to collect and research data and analyze diverse information to make recommendations to improve programs.
- Develop and implement cost savings measures.
- Ability to create and manage operational budgets.
- Ability to display original thinking and creativity and meet challenges with resourcefulness.

- Ability to generate suggestions for improving work and develop innovative approaches and ideas.

Reasoning Ability:

- Ability to solve practical problems and deal in a variety of situations using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to interpret and to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to maintain a high level of mental concentration and effort and strain when performing a high volume of analyses and decision making as well as other essential duties.

Office Skills:

- Proficiency in Microsoft Word, Excel, PowerPoint, and Outlook and typing proficiency.
- Proficiency in CRM and database management.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to work independently, prioritize work and solve problems.

Additional Eligibility Qualifications

Must have a valid driver's license and maintain current vehicle insurance.

Work Authorization

Must be authorized to work in the United States.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential and marginal job duties, responsibilities and activities may change at any time with or without notice.

Equal Opportunity Employment

Freedom Service Dogs is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants, clients, graduates or employees on the basis of race, color, creed, national origin, sex, age, religion, marital status, sexual orientation, gender identity or expression, veteran status, physical or mental disability, or any other status protected by state or local law.