



Title: Medical Director

Position Summary: The Medical Director oversees the medical teams in the Medical Center and Shelter Medical Department and works collaboratively with department managers and veterinarians to meet the medical needs of the animals in care of the ARL. The position is responsible for ensuring the medical team performs its duties in a manner that maximizes the likelihood of positive outcomes for animals in our care and minimizes their length of stay.

Supervisor: Chief Operating Officer

ARL Culture:

Working at the ARL requires a positive attitude and high emotional intelligence. We have an inclusive, mission-driven, people-first culture of compassion in adherence with our organizational values (www.berksarl.org/values) and the animal-sheltering industry's human-animal support services model (www.humananimalssupportservices.org). Advocacy of the ARL and animal welfare as it relates to animal sheltering is central to organizational goals and community/stakeholder conversations.

Duties and Responsibilities:

General:

- Perform duties in a manner which promotes a positive culture and encourages attainment of the ARL goals.
- Supervises with compassion, integrity, authority, fairness, and open-mindedness
- Ensure quality care and humane treatment for the animals in the care of the ARL.
- Works courteously and cooperatively with the staff, volunteers, fosters, adopters, partners, and donors to ensure that all ARL policies and procedures are followed, and new ones implemented successfully.
- Ability to multi-task, take and follow directions, adapt, and accommodate changing demands and make appropriate prioritization decisions.
- Facilitates interdepartmental communication and represents the medical team at meetings
- Have a commitment to TNR/SNVR
- Other duties as assigned

Human Resources Management:

- Interviews and hires new staff and ensures training.
- Establishes work schedules for staff.
- Manages daily work assignments.
- Monitors employee performance and ensures efficient operation.
- Motivates and engages the team to contribute to positive culture and morale.
- Oversees internal communications, including organizing routine meetings to keep staff informed, review standards of care and service protocols with the whole team.
- Helps maintain comprehensive personnel records for staff.
- Manages volunteers, interns, and/or students, as needed.
- Works with the veterinarians on staff to ensure smooth operations and strong communications between support team and veterinarians.
- Ensures that employee time off is recorded and approves bi-weekly payroll.
- Establishes comprehensive training program for staff, team building, and skill development opportunities for staff.
- Conducts performance reviews and recommend raises to leadership for approval.

Medical Center Management:

- Oversee and seek to continuously improve the financial health of the Medical Center including new revenue ideas, veterinary services, auditing transactions and reviewing financial data and establishing yearly goals and initiatives.
- Helps to establish processes and creates documentation for all aspects of interaction with clients.
- Ensures complete and accurate record keeping for all clients and patients, including rabies certificates, paperwork, and other records.
- Oversees patient scheduling and payments through software program. Ensures proper number of animals are booked daily. Develops a plan for minimizing no shows.
- Obtains client feedback on service and make needed changes.
- Ensures that queries/complaints from the public and client questions are responded to in a timely manner
- Works with rescue organizations, TNR groups, transport partners and other partnering organizations.
- Oversees the medical inventory and ordering to ensure that the medical staff has the adequate supplies
- Maintain accurate drug logs and medical records, as required by law, prepares and submits DEA reporting; the medical team may help with these activities
- In conjunction with the Veterinary team:
 - Ensures that complete and accurate medical records are maintained on each patient.

Shelter Medical Management:

- Participates in daily Rounds or designates another medical team member to represent the Medical Department
- Monitors the shelter for signs of disease and assumes responsibility for disease management
- Ensures the delegation and completion of all tasks assigned to the team
- Ensure that all medical information is added to the shelter system in an accurate and timely manner.
- Reviews statuses of animals in shelter management software to ensure accurate record keeping and optimizing flow of animals to reduce length of stay.
- Acts as a point of contact for other departments to ensure the medical team upholds their responsibilities to other departments
- Works closely with shelter veterinarians to assess quality of life and makes euthanasia recommendations when necessary.
- Oversees the medical inventory and ordering to ensure that the medical staff has the adequate supplies
- Maintains daily/weekly cleaning protocols and biosecurity measures
- Maintain accurate drug logs and medical records, as required by law, prepares and submits DEA reporting; the medical team may help with these activities
- Expected to help perform the humane euthanasia of animals at the ARL

Safety, Equipment and Facilities

- Ensures proper safety and security for the medical department, including secure storage for controlled substances
- Oversee the regular equipment maintenance, servicing, and repair of medical equipment and is ultimately responsible for the completion of those activities
- Ensures that the Medical Center is in compliance with all regulations and codes including OSHA, DEA and FDA, the state vet board and any other applicable state and local agencies.
- Monitors safety concerns in the medical department and ensures that they are addressed in a timely manner.
- Follow the ARL's incident reporting procedure.

Fundraising and Community Relations

- Works with and supports communications and development efforts by providing needed information when requested.
- Provides needed input and information for both marketing and fundraising activities including gathering stories weekly, photos, and talking with clients about promotion.
- Helps manage awarded grants and specific donations

- Ensures that the needs of animals and the public are met whenever possible, including working to raise funds for individual animals when needs exceed capacity.
- Assists with managing community outreach and partnerships and with donor/supporter communications and relationships.
- Recommends updates to the ARL website.
- Assists with and supports other fundraising activities and events as needed.

Skills and Requirements:

- Seasoned supervisory experience with a demonstrated ability to direct, lead, delegate, problem solve, create systems and tools for effective workflow and offer support
- Licensed Veterinary Technician preferred
- Minimum 3 years of relevant experience – Practice Management or Head Technician
- Excellent organizational skills and attention to details
- Proficient at conflict resolution
- Basic familiarity with computers, MS Office and database experience
- Strong verbal and written communication skills
- Set the tone for professionalism and performance expectations within Medical Department.
- Convey ideas, concepts, policies, and procedures to staff, as well as ensuring their understanding and compliance
- Communicate efficiently, effectively and appropriately and ensure that the Medical Department is performing at a high level
- Ability to effectively problem solve, and integrity will be unquestionable
- Stay up to date on the most current shelter medicine protocols recommended by UC Davis
- Must have a passion for the mission of the ARL

Work Environment:

- The employee will regularly be exposed to the following: potentially zoonotic diseases (including rabies), large animals, wildlife, loud noises (e.g. barking dogs), and odors
- Examination, restraint, and treatment of a high volume of animals is physically and emotionally demanding
- Euthanasia is performed in the facility and assisting with best practice euthanasia is a specific job task for this position
- 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

Overtime: This position is exempt from overtime.

Full-time, exempt, competitive salary, education opportunities, plus benefits, including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan. Will require nighttime, weekend, and holiday work.

Note: This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

ARL is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.