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| **Job Title:** Community Support Manager | **Program:** Community/Clinic | **Salary/Pay Grade:** $37,500/year |
| **Location:** 725 N. 15th St. East St. Louis, IL 62205 | **FLSA Exemption:**  | **Supervisor:** Program Director |

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Gateway Pet Guardians is one of the St. Louis region’s most dynamic and best-loved nonprofits. The organization is a leader in the no-kill movement and is considered a national thought leader in the social justice approach to animal welfare. GPG locally rescues, treats and adopts out over 800 homeless dogs and cats each year, but our mission centers around keeping pets with their people through comprehensive diversion programming.

We believe that everyone deserves the love of a pet. Animal welfare shelters/facilities typically are located in affluent neighborhoods. GPG is different. We moved our operations to East St. Louis in January 2020 so that we could be located in the heart of the community that needs us the most and where our efforts will be most impactful. We are not your typical animal rescue organization. Social justice warriors wanted. Puppy and kitten snuggles are just one of the job perks!

We offer competitive benefits, including paid time off; medical, dental and vision insurance; FSA, free and discounted pet products and services.

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# Job Summary

The Community Support Manager is responsible for developing and executing safety net programs that provide alternatives to pet owners who may otherwise surrender their pets to our shelter. The Community Support Manager triages incoming requests and works to establish both short-term and long-term solutions to support families in our community. Support includes connecting families with internal assistance through GPG community programming and referring families to external social service agencies as needed.

# Essential Job Functions

* Manage all aspects of the Wellness at Gateway (WAG) program including applications, approval and communications.
* Develop and maintain resources for clients and staff:
	+ Protocol binder: including low cost Spectrum of Care and/or Incremental Care treatment plan options for various diagnosis.
	+ Quality of Life folder: tools and decision trees, narrative information and palliative care/hospice resources for clients.
	+ Grief folder: brochures and resources for clients with regard to pet loss and the grief process, euthanasia, memorialization of pets, etc.)
* Counseling clients with financial constraints to determine best treatment option(s) including establishing payment plans and including managing hardship applications.
* Support with making and processing difficult treatment and care decisions, including acting as a liaison between the client and the veterinary team.
* Serve as case manager for ensuring clients are compliant with short and long term treatment plans.
* Provide empathy, compassion and emotional support to clients as needed in a variety of situations, including pet loss, housing insecurity and evictions, family crisis and trauma.
* Pet loss support and counseling (caregiver support, anticipatory loss, grief and bereavement)
* Support clients in times of crisis and transition by referring to appropriate community programs for support (Spay/Neuter Program, Pet Crisis Fund, TNR, Pet Food Pantry) or external social service agencies.
* Manage potential owner surrender cases- offering support and resources in hopes of keeping the pet with the owner and diverting the pet from entering the shelter system.
* Provide regular check-ins and follow-up support in an effort to maintain relationships with clients.
* Establish and maintain consistent documentation of client intervention and support.
* Track and analyze programming data meticulously to fulfill grant requirements and drive programming strategy.
* Organize, implement, maintain, facilitate, and promote other programs related to shelter including temporary housing, fencing programs, return-to-owner programs, etc.
* Counsel staff in crisis or suffering from compassion fatigue, burnout, or other situations which may impair ability to work effectively.
* Recruit volunteer assistance with transportation and supply delivery when needed to support home-bound families and those without transportation.
* Proactively leverage and engage volunteers in identified volunteer opportunities.
* Act as a team player with all areas of the organization.
* Perform other duties as assigned.

# Education, Experience, Knowledge, Skills & Abilities

## Education & Experience

* Bachelor’s Degree in Social Work is required.
* Master’s Degree in Social Work is preferred.
* 2 to 5 years experience in social work, human services, animal welfare or related field is required.

## Knowledge, Skills and Abilities

* Excellent oral and written communication skills required.
* Excellent organizational skills required.
* Experience in conflict resolution and de-escalation required.
* Must be able work independently.
* Must be able to provide services needed by clients and staff in an emotionally intense, fast paced setting.
* Experience with grief/bereavement counseling is preferred.
* Experience managing volunteers and staff preferred.

## Proficiency in the Use of Computers For:

* Experience using the Google Suite, including word processing and spreadsheets
* Database management
* E-mail
* Internet

# Personal Characteristics

This position should demonstrate competence in some or all of the following:

* Behave Ethically: Understand ethical behavior and business practices, and ensure that your own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
* Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
* Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
* Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
* Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
* Lead: Positively influence others to achieve results that are in the best interest of the organization.
* Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
* Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
* Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
* Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

# Physical Requirements

* Standing for extended periods of time.
* Ability to lift 50 pounds.
* Ability to work with cleaning products.
* Ability to work indoors and outdoors in varying temperatures and climates.

# Work Schedule

* The schedule for this position includes weekday, weekend, and holiday hours and a flexible work schedule.
* Hours and days are subject to change based on department demands.