

Facilitator, Humane Education

Part-time/Permanent

About Us

The Edmonton Humane Society (EHS) has been an animal welfare leader in the Edmonton community since 1907. We strive to be a model of excellence in the advancement of animal welfare and to lead the movement in creating a more humane world. EHS is a safe haven for thousands of homeless animals each year, providing veterinary treatment, behavioral rehabilitation, care, enrichment and rehoming. Beyond animal sheltering, we engage with the community through various programs and services to support happy, lifelong bonds between people and pets.

The Role

The Facilitator is a member of the Humane Education team working alongside the Humane Educator and the Supervisor, Humane Education. They facilitate, administer, and support Humane Education programs and offerings to ensure safe and meaningful experiences for all participants. Primarily, they will lead children's birthday parties, but if needed they facilitate the Pet-Sitters Course, group presentations, camp, and future Humane Education initiatives.

Key Roles & Responsibilities

Delivery of Individual Programs

- Presents, facilitates, and collaborates on educational programs including Birthday Parties, camps, the Pet-Sitters course, facility tours and future Humane Education initiatives.
- Responsible for participant safety and wellbeing (including shelter animals and Animal Ambassadors); must conduct regular headcounts and promptly address any concerns that arise during individual programs. Room set up and clean up, preparation of resources, and delivery of activities for all individual programs.
- Consultation with Behaviour, Animal Care, and Adoptions departments to select appropriate shelter animals for inclusion in individual programs.

Delivery of Group Programs

- Presents and facilitates educational programs, which may be delivered on or off-site, including externally offered programming that generates revenue. These programs include group presentations, facility tours, and future Humane Education initiatives.
- Responsible for participant safety (including shelter animals and Animal Ambassadors); must maintain proactive classroom management techniques and promptly address any concerns that arise during programs.
- Room set up and clean up, preparation of resources, and delivery of activities for all group and external programs.
- Consultation with Behaviour, Animal Care, and Adoptions departments to select appropriate shelter animals for inclusion in individual programs.

Customer Service

- Knowledge of the EHS and its vision, mission, values, and initiatives.
- Represent EHS as an ambassador during Humane Education programming and at other events as appropriate, to increase understanding for the work EHS does and promote Humane Education.
- Handle customer complaints alongside supervisor, provide appropriate solutions and alternatives promptly; follow-up to ensure customer satisfaction.
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Administrative Tasks

- Provide feedback on program successes and challenges to the Humane Education team.
- Perform minor administrative duties such as collecting waivers, inventory tracking etc.
- Other duties as assigned.

Education & Requirements

- Completed High School Diploma or equivalent; aged 18 or older. An education degree or other coursework is considered an asset.
- Minimum 2 years customer service experience in recreation, childcare, or an education setting.
- Minimum 1 year working with children in a group setting.
- Comfortable with and has prior experience handling cats, dogs, and small animals.
- Standard First Aid and CPR Level C certification

Skills & Abilities

As the ideal candidate, you will have a passion for working with people of all ages to inspire compassion and empathy towards companion animals. You will have a strong aptitude for public speaking and be comfortable presenting to and interacting with large audiences. You enjoy all aspects of teaching, from program development to delivery.

As an ambassador for EHS, you have the ability to exercise tact, good judgment, and build relationships. You have excellent customer service and interpersonal communication skills – particularly with youth - and are highly organized with strong time management skills. Familiarity with online delivery of educational programs, including filming and producing videos, is an asset.

Compensation & Hours

- **Compensation:** EHS offers a competitive not-for-profit compensation package which includes a comprehensive benefits package, and a strong work-life balance.
- **Hours:** 20 hours per week; must be able to primarily work evening and weekend hours.

How to Apply

If you are looking for a rewarding career in an exciting fast paced environment, we invite you to forward your resume and salary expectations, in confidence, by email to hr@edmontonhumanesociety.com

The Edmonton Humane Society is an equal opportunity employer and we thank all applicants for submitting their resume. However, only those candidates considered for employment will be contacted.