

MUTTVILLE

senior dog rescue



Position Title: Director of Veterinary Programs
Classification: Full-time, Exempt
Date: June 2022

About Us

Muttville Senior Dog Rescue is an active non-profit organization based in San Francisco. We operate a cage-free shelter, along with a robust foster program, and pride ourselves on redefining the standards of humane shelter care. It is our goal to save over 1100 dogs each year, and beyond that, our mission is to change the public's perception of who senior dogs are and what their unique role in our lives can be.

We are a team-oriented organization with a positive attitude when it comes to helping animals and working with our community. We work in an energetic and upbeat atmosphere that embraces teamwork, diversity, and self-development all while providing lifesaving and matchmaking services to senior dogs and humans alike. Muttville is the kind of place where employee's voices matter, where your teammates care about you, and where your well-being is as important as the mission. And we have the best dogs!

Position Summary

Reporting to the COO, this position provides strategic and staff leadership for the veterinary programs that serve Muttville dogs. As a critical position in the organization, the Director of Veterinary Programs must be an effective communicator that can promote culture and quality care, while ensuring operational spend does not exceed the budget. Your principal responsibility will be to ensure the Muttville veterinary clinic runs smoothly and efficiently, and that stakeholders receive the information and support needed to care for the dogs. This role involves identifying, recommending, and implementing new approaches and systems to improve and streamline processes.

This is a very exciting time! Muttville is a growing organization and has acquired a new 18,000 square foot campus, including a fully-equipped veterinary hospital to serve the senior dogs we rescue. We anticipate it will be ready for us to move in Spring 2023.

Ideal Candidate

The ideal candidate is excited and motivated to save as many dogs as possible, and have a good time while doing it. We are looking someone who possess strong leadership, organizational, and customer service skills, with a solid history of taking initiative to problem-solve and prioritize. Culture matters and at Muttville we look to welcome people the team who are drama-free, view challenges as opportunities, enjoy growing and learning, have a passion for our pups and our people, and above all are team players.

Responsibilities

- Consciously create a workplace culture that is consistent with Muttville's mission, vision, values, and guiding principles.
- Oversee day-to-day operations of the veterinary clinic. The primary work of the veterinary team includes but is not limited to intake physical exams and treatments, check-up appointments, treatment plans, soft-tissue and dental surgeries, record keeping, and timely communications with foster parents, adopters, colleagues, and outside veterinary hospitals.
- Analyze each work practice with the goal to improve processes and maximize efficiency, involving a high level of volunteer participation wherever possible.

- Support the staff and organization in working smarter, not harder, and always lead with clear goals, benefits, and steps, plus the “why” behind each.
- Understand each team member’s role responsibilities in order to provide supportive leadership, teamwork, direction, and accountability.
- Coach the veterinary staff to maximize and enhance volunteer involvement, appreciation, and retention.
- Monitor and make sure the clinic meets all local, state, and federal compliance standards.
- Continually work to find and implement solutions that will ensure vet clinic expenses do not exceed the budget. Work closely with the COO and Director of Finance to learn what the budgetary influences are and where we stand. Identify opportunities to manage spend, while providing both a high level of care for the dogs we rescue and the needed communication about medical findings and next steps for adopters who will be taking over the dogs’ future care.
- Frequently serve as a point person in the organization for medical communications, with the goal of ensuring every dog’s health issues are understood and managed appropriately and in a timely manner.
- Address and work to resolve client special requests or concerns.
- Maintain sanitization protocols, keeping the clinic spaces clean, neat, and organized. Ensure they are always guest-ready.
- Appropriately staff the vet clinic to cover daily operations. When staff are out, schedule relief employees or personally work in the vet clinic to fulfill the day’s duties.
- Participate in determining adoptability, hospice, and euthanasia of Muttville dogs.
- Play a key role on the organizational leadership team.
- Other duties as assigned.

Qualifications

- Bachelor’s degree
- Experience working in veterinary practice management preferred
- Effective problem-solving, process improvement, and decision-making abilities
- Experience working with staff to establish explicit timelines and performance standards
- Successful people and operational management experience working in a highly collaborative environment
- Ability to calmly and efficiently handle situations ranging from routine to emergency
- Highly motivated to save as many dogs as possible, while thoughtfully using available resources
- Happy to work in an environment where there are cage-free dogs in many areas
- Working knowledge of diseases, medical conditions, breeds, animal handling, and behavior
- Commitment to act with a sense of ownership and assure accountability

Salary and Benefits

- Muttville offers competitive pay that is comparable to or better than the market value for each position. The starting salary for this position is commensurate with experience and qualifications
- The benefits package includes medical insurance, vacation/holiday/sick pay, 401(k) program, and a FITNESS SF membership
- Hours are flexible and based on organizational need. The typical schedule for this position is Monday-Friday. Occasional weekend or holiday work may be required depending on staffing needs.

COVID-19 Vaccination Notice

- Muttville requires any new employee to be up to date on COVID-19 vaccines, which includes booster doses upon eligibility, subject to consideration for medical and religious accommodations