

DIRECTOR OF ANIMAL SERVICES



ANIMAL RESCUE LEAGUE OF IOWA, INC.

www.arl-iowa.org

Location: 5452 N.E. 22nd St.
Des Moines, IA 50313

Report to: Chief Executive Officer

MISSION

To promote animal welfare, strengthen the human-animal bond, and prevent the overpopulation of pets.



BACKGROUND

The Animal Rescue League of Iowa (ARL) is Iowa's largest non-profit animal shelter, caring for many thousands of pets each year. Since its founding in 1926, the ARL has grown dramatically, expanding its programs that serve both people and homeless animals across Iowa.

Under the strong and dedicated leadership of Tom Colvin, CEO since Aug. 19, 1996, ARL maintains a 43,000-square foot shelter in the heart of Des Moines. In 2018, the ARL took in animals from 58 counties and 7 states but nearly half of the animals arrived from the city of Des Moines. With that in mind, the Des Moines City Council voted unanimously to approve a 10-year contract for animal control services with the ARL in 2018, ensuring this relationship until at least 2029. Further, the Des Moines City Council voted unanimously to approve an ordinance change that allows for a Trap-Neuter-Return (TNR) program to humanely and effectively reduce community/feral cat colonies in Des Moines. ARL is now altering, vaccinating, ear-tipping, and returning healthy community cats to the areas where they've already been living and thriving.

ARL took in more than 11,000 animals in 2018 and maintains a strong live release rate of 90% which includes dogs, cats, small pets and barn animals. Each one of the thousands of animals who comes through their doors is provided basic wellness care like vaccinations and spay/neuter surgeries but also if needed, complicated, lifesaving surgical



procedures.

The Year of the Cat continues as ARL takes even more steps to improve the lives of the cats in their care. **Kitten incubators** that regulate heat have given the tiniest orphaned kittens a better chance of survival. **The Clowder House** for cats has continued to make it possible to give second chances to even more cats who need time and special care to prepare them for adoption. Three new **Catty Shacks** have allowed ARL to save and adopt more cats through its **Camp Purr** barn cat program. And a new isolation room for cats is providing larger living and

treatment spaces for cats infected with ringworm, lowering their stress while they are being treated. What started in 2017 as a one-year focus, the Year of the Cat has now become integrated in the daily operations and will be for years to come.

Another exceptional program is the ARL **Miracle Medical Fund** which provides funding for emergency and on-going treatment for pets that have suffered at the hands of a human or have come to the ARL and need medical assistance.

The ARL helps animals and the people who love them in many

BACKGROUND

ways. Here is a sample of what they provide the community:

SERVICES: Open admission where no animal is turned away.

- Crisis Foster program provides temporary care for pets of families or individuals experiencing a crisis due to domestic violence, natural disasters or other catastrophic events.

- Wellness Clinics provide free vaccines, microchips and additional preventative services for low-income pet owners.

- Animal transfers for special needs animals or those that cannot be held at another shelter or rescue due to lack of space.

- Rescues and assists whenever neglect, abuse or abandonment take place throughout the State of Iowa.

PROGRAMS: Pet adoption – dogs, cats, small pets and barn animals are all examined and given vaccinations, spay/neuter procedure, microchip/tag, de-worming medication and behavior check.

- The ARL's **Kruidenier Second Chance Ranch** is a safe-haven for horses rescued from abuse, neglect and abandonment, and it is also a temporary home for other barn animals waiting for new, loving families.

- Spay/Neuter services for pet owners who need financial assistance.

- Pet Helpline to assist pet owners who are struggling to resolve issues that could result in them leaving their pet at the shelter.

- Training and Behavior help to address one-on-one behavior issues.



Partnerships play a large role at ARL. Working with community organizations, ARL provides pets and their owners with many services they may not otherwise afford.

The Pet Pantry provides up to four months of pet food and supplies to people who are in need and may require a little time to get back on their feet. **All Pets Hospital** offers full-service veterinary care, boarding and grooming and has two convenient locations in Des Moines. They have helped the ARL spay/neuter more than 100 pets and also partner with them to treat pets in need through ARL's Banfield medical grant. **Blue Pearl Pet Hospital** is a 24-hour emergency and critical care hospital located in Des Moines. Blue Pearl Pet Hospital has partnered with the ARL to help

pets who have a medical emergency during non-business hours. The **Des Moines Area Religious Council** provides a mobile food pantry for both people and their pets.

Operating in several locations, ARL services are conveniently located throughout the city and suburbs providing pet adoptions, pet help and animal control. Adoption sites include PetSmart, veterinary clinics, Pet Supplies Plus and Iowa Pet Foods and Seascapes.

Legislation is an important function at ARL. In addition to the two initiatives cited previously, ARL has fought vigorously to pass legislation to strengthen Iowa's laws for animal protection including work to address animal cruelty and puppy mills.



DES MOINES, IA

U.S. News has ranked Des Moines as the #5 best city to live in the United States. While the quiet neighborhoods house the elegant 1900s Tudor style and colonial homes, the busy downtown areas boast trendy lofts and condos. Families with young children are enjoying the new, developing suburbs. The gold-domed Iowa State Capitol building is among the 19th- and early-20th-century landmarks of the East Village area. The Des Moines Art Center is noted for its contemporary collections and Pappajohn Sculpture Park. Local produce and live music are draws at the Downtown Farmers' Market. The Greater Des Moines Botanical Garden has outdoor plant displays and a geodesic dome. And one cannot forget the largest state fair in the country, The Iowa State, which attracts approximately 1 million people each year.

THE OPPORTUNITY

Throughout the tenure of Tom Colvin, CEO, ARL has continued to seek creative ideas, invent new strategies and build an environment for the animals that truly helps them stay in their new, forever homes. In many of the humane society departments, ARL has changed traditional structuring found in shelters throughout the country and developed a distinctive and original organizational chart that recognizes specific interactions that will benefit the organization. For instance, Adoptions and Customer Service staff fall under the responsibility of the Director of Development as ARL recognizes that an adopter should continue to have a relationship with the humane society long after the animal is in a new home. By cross-training the Adoption staff with relationship building skills inherent in a development team, ARL believes that they are helping turn that perhaps one time adopter into a supporter and donor for life. The new Director of Animal Services likewise will have the opportunity to work with the CEO to determine where there may be other logical cross-over areas that will benefit the animals.

Behavior training of all species is one of the most important aspects of the ARL. Specifically, cat behavior training and enrichment are key to their 90% live release rate for cats. From the initial intake of the feline until it is placed in the new home, behavior methods are in place to ensure that the cat will



be a welcomed addition to its new environment. In fact, the Clowder House previously mentioned, provides intensive behavior training for the cats that need additional time to adjust prior to adoption. The new Director of Animal Services will be someone that embraces and believes in extensive behavior training and will incorporate it into the everyday care of the animals in the shelter. Working with the Director of Behavior and Learning, the Director of Animal Services will look for new methods and delivery in behavior training and engage staff in their usage.

Rehabilitating barn animals is an important program at the ARL. At the Second Chance Ranch, one might see malnourished horses seeking safety and recovery or abandoned piglets looking for a new home. This vast program will continue to be under the direction of the Director of Animal Services and with his/her staff, will provide not only extensive services to these animals but will also distinguish ARL as the orga-

nization across the State of Iowa that has the ability and resources to rescue, rehabilitate and re-home them.

At ARL, no idea is a wrong one. Innovation and creativity abound. By empowering staff members to think outside the box, to test concepts that had not been used or thought about in the past, to cross-train among departments, and to envision a world that protects all animals from danger, the ARL is a leader both in the field of animal welfare but also in the nonprofit sector. The new Director of Animal Services will have the chance to be a part of this dynamic organization and to be able to put forth his/her own original and resourceful ideas that will be welcomed and embraced. This is an opportunity for an imaginative and creative humane society professional to build and promote their concepts so that companion and barn animals have a comfortable transition at the shelter before finding a new home.



THE POSITION

Reporting to the Chief Executive Officer, the position of Director of Animal Services is responsible for assisting with planning, implementation, and oversight of the Animal Services Division of ARL including the direction and supervision of all animal-related facility programs, procedures and resources, specifically: animal housing, pet help, facility maintenance, grounds and transportation, barn animal adoption program and satellite adoption locations and any other innovative programs related to the overall humane care and well-being of animals. S/he manages and

develops a staff of 25, with 5 direct reports including the Second Chance Ranch Coordinator, the Animal Care Supervisor, the Pet Help/Call Center Supervisor, the Grounds and Transportation Supervisor and the Facilities/Fleet contracted services staff. The role is responsible for a budget of approximately \$1.75 million.

The Director of Animal Services will act as a member of ARL's Director Staff Team and work with the team to set organizational goals. S/he will monitor the Animal Services division's work and evaluate results to ensure the ARL's objectives and require-

ments are met and conform to the needs and mission of the ARL. This person will bring vision and progressive ideas on the future of animal welfare to ARL.

Passion, integrity, honesty and trust are key qualities of the Director of Animal Services. It is expected that the individual could at times be the spokesperson for the shelter and will be visible with the general public, animal welfare advocates, government officials, civic groups, schools, media, donors, volunteers and other key stakeholders to promote animal welfare and the mission of ARL.

CORE COMPETENCIES

STRATEGIC LEADERSHIP

Create a collaborative environment with the staff and volunteers to provide a safe environment for all animals in its care. Provide creative, progressive and constructive ideas to strategic initiatives to ensure that the goals and objectives of ARL are successfully achieved. Provide vision and direction for the

future growth of programs, policies and procedures for the shelter. Offer leadership to the shelter staff in all their activities; develop annual department goals in collaboration with the management teams; provide guidance, stability, support and build a collaborative culture for staff.

PROGRAM AND SERVICES DEVELOPMENT

Plan, organize and implement, or review, update or institute new programs that continue to move ARL's mission forward; ensure the quality of all programs is of the highest standard; ensure strong customer service; ensure and maintain all proper euthanasia protocol; ensure that all animals are kept in a clean, safe and comfortable environment.



FINANCIAL ACCOUNTABILITY AND DATA COLLECTION

Draft and oversee the animal services budget and ensure sound fiscal management and capital allocation. Develop and implement cost-saving measures; contribute to profit and revenue income when directed. Ensure that all statistics are kept

up to date and are easily retrievable, prepare and maintain necessary records, reports and procedural manual. Analyze statistical data to develop new strategies, figure projections,

and determine trends. Develop and conduct research projects. Regularly compile and present reports to the Chief Executive Officer on facility operations and activities.

ADMINISTRATION AND MANAGEMENT

Empower and develop staff so they feel they are an integral part of ARL. Provide training opportunities and incentive programs so that staff is encouraged and excited about their jobs. Ensure that staff is well informed of decisions that affect them and the

agency and ensure that those policies are explained and communicated clearly and concisely. Develop and implement procedures to ensure good management, administrative and fiscal practices; conduct performance management for staff; ensure

that the staff understands the vision and direction of ARL and that in return they will be able to develop and mature in their roles and responsibilities; lead by example and maintain the highest professional standards and practices for ARL.

PUBLIC RELATIONS AND COMMUNITY OUTREACH

Serve, when needed, as the spokesperson for ARL. Ensure that the shelter is always attractively presented and welcoming to guests, potential adopters, general public and other constituents who visit the facilities. Ensure that the staff supports marketing activities with needed materials when needed.



THE PROFILE

We are seeking a dynamic, energetic and experienced leader and manager with a track record of innovative and inclusive leadership. Demonstrated accomplishments in shelter operations, personnel management, and financial oversight are needed. The ideal candidate will bring strong and successful leadership as a Director or Senior Manager of a humane society/animal control agency. Personnel management skills that include an ability to work collaboratively, listen, have a positive attitude, provide feedback, build morale, delegate and make decisions are essential.

We seek a candidate who has management acumen as well as

the ability to assess and maintain policies and procedures for building programs and delivering results. The successful candidate will excel in planning, developing and determining success in programs and initiatives. S/he will be detail-oriented and data driven. This person will require experience with the principles and practices of program management including basic statistical methods, fiscal and budgetary practices, and knowledge of local, state and federal regulations for the workplace.

Qualified individuals will have excellent communication skills including exemplary writing skills, and can articulate the benefits

and challenges of animal welfare to both the internal organization as well as to the public. The ideal candidate will be motivated by the best interests of the organization, will demonstrate success managing change and will have a strong customer service orientation.

A B.A. degree from a four-year college or university is required or at least five years of management experience in lieu of a degree. A Master's degree is a plus. Five to seven years of experience with three in a managerial role is needed. Evidence of a passionate commitment to the proper care of all animals is strongly required. CAWA designation is helpful.



HOW TO APPLY

Applications and nominations are being received by Noetic Search. Please click [here](#) to submit a current resume and letter of introduction to Noetic Search. For more information, please see our website at www.noeticsearch.com

The Animal Rescue League of Iowa is an Equal Opportunity Employer.

