



Friends of Oakland Animal Services

Job Title:	Outcome Team Manager
General Purpose:	<p>Under general supervision, this role is responsible for providing oversight and support to the members of the Outcome Team, made up of approximately 13 employees of Friends of Oakland Animal Services (FOAS) who work at Oakland Animal Services (OAS), including the Foster, Adoption, Transfer and Behavior Coordinators, who focus on animal lifesaving and reducing length of stay. This is a new position at OAS.</p> <p>The Outcome Team Manager will work directly for the OAS Director or designee, focusing on three primary areas: (1) providing supervision and support to Outcome Team staff; (2) serving as a liaison to FOAS administrative staff; and (3) providing guidance and leadership to help grow and strengthen lifesaving programs to help people keep their pets and save shelter animals.</p> <p>The ideal candidate will be passionate about working in an under resourced municipal shelter and helping hard-to-place shelter animals. They will have significant familiarity with model programs for engaging the community to support animal lifesaving. They will have excellent emotional intelligence and experience building successful teams. They will be highly organized, flexible and able to work well in a fast-paced team environment.</p> <p>In recent years, OAS has introduced equity focused shelter-intake and community-serving programs, such as providing access to veterinary care, to help keep animals with their families. Through support from Friends of Oakland Animal Services, OAS has created an Outcome Team, made up of the Foster, Adoption, Transfer and Behavior Coordinators, to focus on placing animals and reducing length of stay. Through the introduction of these programs, OAS now has robust community, foster and adoption programs, leading to a live release rate over 93%.</p>
About FOAS:	<p>Friends of Oakland Animal Services (FOAS) was founded in 2005 to support OAS. The mission of FOAS is to provide homes, health, and happiness to Oakland's animals in need. The primary focus of FOAS is to fund programs and activities at Oakland Animal Services that improve services to the people and animals of Oakland beyond the typical expectations of a municipal, open admission shelter.</p> <p>The Outcome Team Manager is a FOAS employee who works at Oakland Animal Services in coordination with OAS (City of Oakland) staff.</p>
Location:	<p>Oakland Animal Services 1101 29th Ave, Oakland, CA 94601</p>
Job Classification:	Part-time (up to 32 hours/week), hourly, non-exempt position
Compensation:	\$37-40/hour, depending on experience; thirteen select paid holidays, plus accrued vacation (if working 30 hours/week or more) and sick time based on hours worked. Partial health benefits and 401k retirement plan also offered.
Reports to:	<p>FOAS Executive Director for employment matters OAS Director or their designee for daily job operational needs</p>
To Apply:	Please email resume and cover letter to info@oaklandsanimals.org

Job Description

Job Duties and Responsibilities

Staff Management & Supervision:

Under the direction of OAS Leadership:

- Supervise and manage FOAS programs staff, ensuring they receive adequate training, direction, and support to perform their duties effectively.
- Act as the direct point of contact for staff, addressing any day-to-day concerns and fostering a positive, collaborative work environment.
- Assess staff performance and provide timely feedback.
- Ensure that staff are adhering to policies and procedures.

Liaison & Communication:

Under the direction of OAS Leadership:

- Serve as the primary conduit between OAS and FOAS for all programs staff.
- Work collaboratively with the FOAS ED to ensure alignment of FOAS programs with the goals of FOAS and OAS.
- Report regularly to both the FOAS ED and OAS Leadership on the performance of staff and status of each program.

Program Management:

Under the direction of OAS Leadership:

- Oversee the overall operation of FOAS programs, ensuring they run efficiently, effectively, and in alignment with FOAS and OAS goals.
- Assist with outcome-to-placement efforts to ensure animals move through the shelter quickly.
- Continuously assess programs performance, identifying any gaps or areas needing improvement.
- Monitor and assess the resources/supplies needed by each program, ensuring that all programs have the necessary supplies/materials to operate effectively, while adhering to the budget.
- Proactively identify opportunities for program improvement and growth, working with staff and OAS Leadership, to prioritize, develop, and implement strategies to address emerging needs, streamline processes, and introduce future improvements.
- Evaluate and analyze model programs and best practices, applying key insights and learnings to improve current programs and develop new programs.

Qualifications and Education Requirements

- Minimum of 3 years supervisory experience.
- Experience developing and/or leading programs within the animal welfare industry (e.g. foster program, adoption program, etc.).
- Associate's degree or equivalent from an accredited college or technical school preferred.
- Experience in a municipal/government animal shelter preferred.
- Experience building or participating in community programs designed to support low-income people and/or people who do not speak English preferred.
- Experience with coordinating teams of either staff or volunteers.

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- Experience with creating processes and systems.
- Familiarity with harder-to-place dogs and cats preferred.

Required Knowledge, Skills and Abilities

- Commitment to the mission, goals, and success of Oakland Animal Services.
- Ability to work collaboratively with multiple teams, including building relationships and facilitating communication between diverse teams.
- Strong conflict resolution and interpersonal skills, with the ability to remain calm and objective in urgent or complex situations.
- Effective at seeing the bigger picture and aligning team efforts and programs with broader organizational objectives.
- Ability to be flexible and adapt in a dynamic work environment.
- Some familiarity/experience with handling animals.

Working Conditions

- Primary work location in an animal shelter environment.
- Exposure to loud noises in the kennel areas.
- Potential for exposure to animal feces, blood, and zoonotic diseases.
- Potential for exposure to animal bites and scratches.
- Must be able to work a flexible schedule which may include evenings and weekends.
- Must be able to tolerate the emotional aspect of work in an animal shelter environment, including the use of euthanasia.