



HUMANE SOCIETY

of Sonoma County

SANTA ROSA & HEALDSBURG

committed to kindness

Manager of Shelter Medicine

Humane Society of Sonoma County Job Description

Title	Shelter Medicine Manager	Location	Santa Rosa/Healdsburg
Department	Veterinary	Hours	Full Time
Classification	FT/Exempt/Salary	Salary	\$75,000-82,000 DOE
Approved By	Karrie Stewart	Reports To	Senior Director of Operations and Programs with Medical oversight by Senior Director of Veterinary Medicine

Mission Statement:

Committed to kindness in service to the community since 1931, the Humane Society of Sonoma County is a donor-supported safe haven for animals. Our mission is to save lives and benefit the wellbeing of pets and their people with kindness, innovation, and leadership.

Summary:

The Shelter Medicine Manager oversees all medical care for shelter animals, ensuring high standards of veterinary practice, compliance with regulations, and alignment with organizational goals. This is a hands-on leadership role that supervises shelter medical staff and collaborates closely with Animal Care, Adoptions, Behavior and Intake teams. This position is both about treating animals and transforming systems and workflows.

This role reflects a values-driven professional who leads with humility, collaboration, and care for animals and humans alike. You thrive in a team environment, are skilled in both clinical medicine and people leadership, and believe in the power of accessible veterinary care and shelter medicine to improve lives

Key Responsibilities:

Veterinary Responsibilities

- Develop and implement medical protocols for shelter animals under direction of the Medical Director and in collaboration with staff veterinarians.
- Responsible for maintaining highly accurate data and medical records for all shelter animals
- Ensure compliance with controlled substance regulations and maintain accurate logs.
- Coordinate daily rounds, treatment plans, and medical decision-making.
- Monitor inventory and approve purchasing shelter medical supplies.
- Prepare and analyze program reports, KPIs, and compliance documentation.
- Collaborate with Intake Manager and Animal Care Supervisor and Behavior team on workflows for overall animal welfare, comfort and compassion for resident shelter animals
- Manage shelter medicine budget and forecast needs.
- Provide training and continuing education for shelter medical staff.
- Medical triage of incoming animals and in care shelter animals
- This role is designed to function as an operational backstop across veterinary and shelter operations, complementing the Director of Veterinary Operations . The individual will step in as needed to maintain continuity of care and flow and ensuring quality control across services - including covering lunches, assisting during medical or behavioral emergencies, supporting procedures in public-facing or shelter settings, helping with complex client interactions, and providing limited coverage for unexpected call-outs when other relief options are unavailable.

LEADERSHIP AND STAFF SUPPORT:

- Supervise RVTs, and vet assistants in shelter medicine.
- Model compassionate, trauma-informed leadership and communication at all levels.
- This role is designed to function as an operational backstop across veterinary and shelter operations, complementing the Director of Veterinary Operations . The individual will step in as needed to maintain continuity of care and flow and ensuring quality control across services - including covering lunches, assisting during medical or behavioral emergencies, supporting procedures in public-facing or shelter settings, helping with complex client interactions, and providing limited coverage for unexpected call-outs when other relief options are unavailable.

STRATEGIC AND ORGANIZATIONAL SUPPORT:

- This position is a member of the leadership and will be expected to attend and participate leadership and operations meetings.

- This position will be asked to provide anecdotal stories, photos and data of cases and animals to the development team for marketing purposes.

MINIMUM QUALIFICATIONS:

- Experienced RVT with advanced shelter medicine experience preferred
- Minimum 3–5 years in shelter medicine or high-volume spay/neuter environment.
- Strong leadership and team management skills.
- Minimum 2 years' experience managing diverse teams and workflows in a shelter or vet hospital setting
- Knowledge of shelter medicine best practices and regulatory compliance.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Highly skilled in veterinary medicine knowledge and hands on skills, anesthesia, sedation, disease recognition and treatment administration
- Leadership and team development.
- Strategic thinking and problem-solving.
- Excellent communication and collaboration skills.
- Attention to detail and regulatory compliance.
- Ability to manage multiple priorities in a fast-paced environment
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- Flexibility, in learning, task management and transforming systems to improve efficiencies, and standards of care.
- Comfort navigating change and working in fast-paced environments.
- Excellent communication skills; clear, kind, and culturally aware.

Additional Agency-Wide Leadership Responsibilities:

- Participate in strategic leadership across the organization, contributing to long-term planning and goal setting.
- Collaborate with department heads to align veterinary services with broader organizational objectives.
- Participate in cross-functional initiatives to improve operational efficiency and service delivery.
- May be asked to represent the organization in external forums, conferences, and stakeholder meetings to promote its mission and veterinary programs.
- Support fundraising and development efforts by providing expert insight into veterinary services and program impact.
- Advocate for animal welfare and shelter medicine at the regional and national levels, serving as a spokesperson when appropriate.

PHYSICAL REQUIREMENTS:

This position requires extended periods of standing, walking, bending, and lifting up to 50 lbs. Must be able to handle animals of varying sizes and temperaments, perform exams, and work in a variety of settings including clinical and shelter environments. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

WORK ENVIRONMENT:

The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases.

EEO STATEMENT:

HSSC is an Equal Opportunity Employer. We are committed to building a diverse, inclusive, and equitable team. We encourage applications from individuals of all backgrounds and identities, especially those historically underrepresented in animal welfare and veterinary medicine.

NOTES

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.