

Toronto Zoo – Director of Wildlife Health Position Profile



Director of Wildlife Health – Toronto Zoo

Our Mission –

“Our Toronto Zoo - Connecting people, animals and conservation science to fight extinction.”

Our Vision -

“A world where wildlife and wild spaces thrive”

The Opportunity

Toronto Zoo is seeking a **Director of Wildlife Health** to be part of an exciting future leading an expert team of professionals in realizing the Zoo’s mission and strategic priorities. The Toronto Zoo is stepping into a period of transformational change with the launch of the 2022 Master Plan being undertaken to develop a clear road-map to achieve greatness and resilience (see link to the Plan at the bottom of this announcement). Join the Zoo during this period of great excitement and opportunity.

The Zoo’s five Strategic Priorities are:

1. Save Wildlife
2. Ignite the Passion
3. Create Wow
4. Our Community + Our Zoo
5. Revolutionize Zoo Technology

In response to these Strategic Priorities, the Toronto Zoo has adopted an internal brand of "One Toronto Zoo (1TZ)" that is based on four "cares." They are:

- **We care about our animals.** We value them and care for them; they are the basis of our wildlife conservation and public education efforts, and their well-being is our priority.
- **We care about our team.** Our staff and volunteers are the driving force behind our mission; we value their diversity, skills, and commitment.
- **We care about our guests.** Our guests are our partners in our mission; they are our agents of change going out into the world. We strive to create an easily accessible, fun, safe, and comfortable experience that encourages learning and creates iconic and lifelong memories.
- **We care about our community.** We are part of, not apart from, our community. They are our champions for wildlife conservation, and their support of our Zoo is critical.

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The Director of Wildlife Health Role:

This position will play a critical role in fulfilling the Zoo's mission by leading the department to provide excellent health care and welfare to a large and diverse animal collection and participating in research, training, and conservation activities. The Director should practice the highest level of clinical care. The Director will work with senior leadership to develop near-term and long-term strategies for overall direction for wildlife health with a focus on teamwork across the division and across the Zoo. The Director will play a leadership role in supporting the Zoo's conservation and research efforts and fulfilling the Toronto Zoo's Strategic and Master Plan.

The Director will oversee the operational efficiency and financial sustainability of the Wildlife Health Centre, a state-of-the-art 50,000 square foot facility that houses the animal hospital, quarantine unit, laboratories and conservation breeding programs, and its staff that includes a full staff of veterinary and animal care professionals with the support of a new position, the Manager, Wildlife Health Operations, who will oversee day-to-day operations.

In addition, the Director will work closely with the Wildlife Care Division to exceed welfare standards through research and implementation of innovative technologies. They will lead the growth of a science-based veterinary research program that supports the Zoo's Conservation Science Plan, including the supervision of veterinary residents and graduate students. The Director will play an important role in strengthening academic partnerships and liaising with government agencies at all levels regarding wildlife health matters.

The Director is a permanent position and will report to the Senior Director of Wildlife and Science.

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Competencies Required:

- **Proven Experience in Clinical Medicine** – The candidate must be experienced in the latest in multiple diagnostic and treatment modalities and have clinical experience in multiple taxa, with a collection of 4,100 animals from 340 species. The rotation will include some weekend and holiday emergency on call duties on a rotational basis.
 - Leads a comprehensive preventive medicine program in conjunction with the Wildlife Care Division. In addition to the clinical and preventive Wildlife Health Program, this position also supervises the clinical laboratory and co-ordinates pathological diagnoses and disposal of all deceased animals.
- **Connected & Involved** – The candidate will participate in related research, conservation, and training projects. Works with colleagues throughout the profession and builds partnerships to advance the Zoo's practices and enhance its reputation in the field
- **A Communicative Team Leader** – The Director should be experienced in leading teams and building and maintaining a high-performing and inclusive organizational culture while mentoring existing staff to their full potential and identifying new staff. The Director will have not only excellent clinical skills but also have dynamic management, and communication skills within the Wildlife Health Department and across the Zoo, including:
 - Be part of communicating the Zoo's Strategic Plan.
 - Provide mentorship for both professional development of staff and supervision of the veterinary training program in zoological medicine.
 - Work with the Strategic Communications team to share stories using a variety of platforms.
- **Professional and Organized** – Have an ability to develop and maintain cost-effective implementation of goals. Provide oversight of the regular maintenance of veterinary record data. With the Wildlife Health Manager, the data will be used to produce monthly reports on the status of the health of the collection and other reports as needed.
- **Committed to Mission** – Committed to the Zoo's 4 Cs (Caring for - our animals, our teams, our guests, and our community), and helping to implement them within the Wildlife Health Centre, across the Zoo and across the community. The candidate will assist in providing input into the designs of new exhibits.

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- **Critical & Forward-thinking** – Have an “over the horizon view” and monitor the latest developments in the Wildlife Health and Zoo fields and implement them when appropriate. They must also be a critical thinker, able to make difficult decisions, and identify and respond to shifting and changing organizational needs.
- **Research Oriented** – Participate in ongoing research and enhance a veterinary science program that results in professional publications and presentations. Be a member of the Wildlife Care and Use Committee and Animal Welfare Committee.
- **Conservation Focus** - Participate in the wildlife health aspects of local, regional, national, and international conservation programs.
- **Collaborative** – Establish and maintain communication and relationships with the appropriate institutions and agencies, such as the Ontario Veterinary College (Guelph) where they would hold a position as Adjunct Professor, Canadian Food Inspection Agency, and other related government agencies concerning human and wildlife health.
- **A Safety Culture Creator** – Be responsible for ensuring compliance with all applicable Occupational Health and Safety regulations, locally, regionally, and nationally to ensure all employees work in a safe manner. Is responsible for ensuring that all accidents and hazards within the area of responsibility are promptly investigated and corrective action taken
 - Play an active role in reviewing and implementing occupations safety standards, including those mandated by the local, regional, and national governments.
 - Play an important role in the Zoo’s emergency response plan, primarily for disease, climatic events, and more.
- **Open & Approachable** – Embrace equity, diversity an inclusion in day-to-day work. Ensure excellent guest service is provided by Zoo staff, and other related duties as requested by the Senior Director.

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Technical Requirements

- Must be a graduate in veterinary medicine from a recognized college.
- Must possess a minimum of five (5) years of experience practicing veterinary medicine in a zoo or major animal holding facility.
- Must possess a minimum of three (3) years of experience in a leadership position in a related discipline.
- Must have and maintain excellent clinical skills, including anesthesia, in a broad range of taxa.
- Must possess (or be able to obtain) a license in veterinary medicine issued by the College of Veterinarians of Ontario.
- Must have completed a post-graduate training program in zoo medicine. Experience in pathology is desirable.
- Strongly prefer Board certification or eligibility by the American College of Zoo Medicine, or the European Association of Zoo and Wildlife Veterinarians, or the equivalent.
- Demonstrated ability to conduct and publish research results in peer-reviewed journals and obtain external funding.
- Must be a team player and able to collaborate regularly and enthusiastically with colleagues; experience with teaching is desirable.
- Must possess demonstrated presentation skills, along with the ability to prepare and deliver training programs and be able to speak well in public.
- Must be able to communicate both verbally and in writing in English.
- Possess experience in managing operating budgets.
- Must be able to work weekends, shifts, and holidays.
- Please be advised the Toronto Zoo requires mandatory COVID-19 vaccinations for employees.

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The Toronto Zoo provides accommodation for employees with disabilities, as defined under the Ontario Human Rights Code. If contacted for an interview, and you require specific accommodation for the interview process because of a disability or a medical need, then please advise the person contacting you of your requirements, so that arrangements can be made for the appropriate accommodations to be in place before you begin the interview process.

The Toronto Zoo respects the principles of equity, diversity and inclusion and seeks to model these principles in all that we do. We are committed to fostering an inclusive workforce where all employees feel respected, supported and valued. We strive to create an environment that represents the rich diversity of our guests and our community and encourage applications from all qualified individuals who can contribute to enhancing our commitment to equity, diversity and inclusion. Applications are especially encouraged from racialized persons/persons of colour, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ persons, and women.

The Toronto Zoo will offer a competitive compensation and benefit package commensurate with experience.

To Apply

The Toronto Zoo has retained **Zoo Advisors** to manage this search. To be considered for this excellent opportunity, please forward a single PDF document that includes your detailed resume and a cover letter expressing why you are interested in this role and how your experience can help the zoo can continue to strengthen its position as a wildlife care innovator and a leader in the AZA community. The ZA principals leading this project are David Walsh and Dr. Eric Miller.

Please forward application materials to:

Kristin Elliott

Project Consultant

Zoo Advisors

kelliott@zooadvisors.com

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Your Toronto Zoo is a world class zoo in a world class city. The Zoo is a science and research based, not-for-profit organization, serving more than 1.2M guests each year on over 500 acres. It houses 5000 animals representing 460 species. Recognized globally zoo and a part of the global conservation community, the Toronto Zoo has met the rigorous accreditation standards of both the Canadian Association of Zoos and Aquariums and the US-based Association of Zoos and Aquariums. It continues to work with international organizations to better understand the threats to wildlife and develop sustainable solutions for people and nature around the globe. The Toronto Zoo has been named one of the Greater Toronto Area’s Top Employers and one of Canada’s Greenest Employers for two years in a row.

The Toronto Zoo has recently developed a visionary and innovative strategic and master plan which sets a bold vision to realize its mission. A summary of the Plan is available at: https://www.torontozoo.com/!/pdfs/temp/TZ_MasterplanBooklet.pdf

In the 2020 Strategic Plan, Your Toronto Zoo adopted an internal branding of -
“One Toronto Zoo [1TZ]” based on the four “cares” –

Our animals; Our team; Our guests; Our community

These act as the guiding foundation for all of Your Zoo’s work as well as workplace culture. These four cares define the stakeholders - both animal and human - who are being designed for through the Master Plan, as it is these four groups that together make up the heart of Your Zoo today and in the future. These four cares are developed around Your Zoo’s commitment as an organization to better understand the threats to wildlife and develop sustainable solutions for people and nature around the globe.

Your Toronto Zoo is intricately woven into the greater urban fabric of Toronto, nestled beside the Rouge River, in one of the many ravines that are iconic to the city. The Zoo is a small city unto itself and also at the gateway to Canada’s first urban national park, the Rouge National Urban Park (RNUP). Pulling on these two contrasting qualities - hyper-urban, and very natural - Your Zoo is a unique entity to Toronto with the ability to offer both exciting, urban experiences as well as immersive natural escapes from urban life.

Your Zoo provides an incredible opportunity to see amazing wildlife, while also offering guests and staff a breath of fresh air and solace within a short commute from downtown. Your Zoo is one of many important destinations both for tourists and locals in the Greater Toronto Area, and is able to offer a rich and highly diverse experience that no other single entity in the GTA is able to offer. As a place of ground-breaking science and research, eye-opening animal encounters, and natural wonder, Your Zoo is multi-faceted. Strengthening partnerships with Rouge National Urban Park, Your Zoo is becoming even more embedded in its natural context, at a time when people are seeking out green space more and more. With a high-tech Wildlife Health Centre, Your Zoo is beginning to push the boundaries of technology and the guest experience, as well as bringing world-class science to a greater global audience through virtual programming.