**POSITION TITLE:** Animal Attendant

**LOCATION:** Ashburton Centre

**REPORTS TO:** Centre Team Leader Ashburton

**DIRECT REPORTS:** None

PURPOSE: To provide for the physical health and behavioural needs of the animals housed at the centre, ensuring that their environment and care is maintained to the highest standards.

* Attend Animal Emergency dispatch requests during working hours as required.
* Acts as support for all other operational functions of the Centre

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| **KEY ACCOUNTABILITIES:** | **KEY RESPONSIBILITIES:** |
| 1. Carries out animal care and welfare duties, ensuring all practices are carried out in line with SPCA’s professional standards, policies and procedures
 | * Assist in ensuring that all animals in care receive appropriate treatment and attention during their stay and that any issues are assessed and dealt with promptly. This includes but is not limited to;Health, behavior, enrichment, exercise, socialization.
* Complete safe and thorough assessment and processing of any animals at time of admission. This includes but is not limited to;Ultraviolet lamping, microchip scanning, nose-tail examination, flea and worm treatments.
* Ensure that all relevant detail in respect of animals in care is recorded accurately, this includes accurate documentation of daily monitoring of health and behavior for each animal.
* Safe handling and socialization of animals is completed in accordance with centre policies and procedures. Contributing details of behavior to aid in the assessment and suitability for rehoming.
* Aid in the care of animal’s pre and post-surgery. Ensure units are prepared for veterinary rounds with all information and documentation clear and accurate.
* Veterinary instruction is followed and administration of required veterinary care and treatments are given within the required timeframes and recorded in appropriate detail.
* Ensure that animal health and hygiene practices are clearly communicated, and followed, to isolate disease and limit spread.
* Liaise with the Team Leader, foster and volunteer coordinator, regarding any animals requiring foster and their requirements.
* Assist the Centre to maximize adoption opportunities by positively promoting the animals and SPCA processes. Ensure all animals for adoption are healthy and meet the established criteria (including disclaimers added where appropriate), and that all avenues are taken to ensure a prompt outcome for the animals
* Centre databases are maintained, and information provided is thorough, sound and honest.
* Maintain the centre areas by;
* Ensuring the area integrity is upheld and any maintenance issues are elevated to the Team Leader, Foster and Volunteer Coordinator.
* Ensuring units are kept well stocked and consumables/resources are maintained with the necessary supplies daily.
* Ensuring areas are maintained in a clean and tidy condition at all times.
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| 1. Deliver high standards of customer service regardless of the communication channel
 | * Ensure all forms of enquiries and communications to Centre are attended to in a consistent, friendly and professional manner, regardless of the channel of communication.
* Ensure a professional and well-kept appearance of the reception areas of the Centre, which may include retail stock management.
* Demonstrate a proactive approach to finding resolutions for animals in the community and managing their impact on the organization and its resources.
* Coordinate and respond to dispatch requests for animal emergencies in an adequate timeframe.
* Provide support in reception. Duties may include but are not limited to;
* Processing animal adoptions, including discussions with potential adopters.
* Ensuring that all members of the public are treated in a non-judgmental manner, with respect and empathy.
* Responding to phone calls, messages and emails in a timely manner, with accurate and helpful information.
* Promotion and sale of retail items.
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| 1. Supports process improvement groups and projects across the organisation to improve organisational performance.
 | * Actively participates in these groups and works collaboratively with all members of staff to achieve goals.
* Carries out project work as requested.
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| 1. Actively contributes to Health & Safety
 | * Ensures compliance with the [Health and Safety Act 2015](https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html) by:
* taking reasonable care of your own health and safety and ensure that you don’t cause harm to others
* complying with all health and safety instructions, policies or procedures, including but not limited to;
	+ reporting incidents and unsafe practices as soon as they occur
	+ identifying risks, reporting them and taking appropriate action to mitigate them
	+ knowledge, and compliance of, emergency procedures
* completing mandatory training within the required timeframes
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| 1. Participates as a professional and constructive member of the Ashburton Team
 | * Attends team meetings as required.
* Contributes towards the achievement of strategic and operational goals of the SPCA

Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission. |
| 1. Volunteer Support
 | * Ensures safety, support and wellbeing of volunteers working in your department.
* Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner.
	+ Professional in all interactions with SPCA volunteers.
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| 1. Carries out other duties as required from time to time.
 | * Provides support and assistance to SPCA events and campaigns as requested.
* Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Centre Manager Christchurch/Ashburton to meet any changing condition.
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**INTERNAL FUNCTIONAL RELATIONSHIPS:**

* All SPCA staff and Management
* Volunteers and students

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

* Other Animal Welfare Agencies
* Members of the Public

**PERSON SPECIFICATION:**

***Qualifications and Experience***

* Customer Service experience required
* High level of verbal and written communication including comfort in presenting to groups
* Experience and evidence based skills in animal care, handling, behaviour, enrichment and welfare
* Sound computer skills including the use of e-mail, internet and Microsoft Office applications.

***Skills and Knowledge***

* Good interpersonal skills – ability to build rapport with employees, volunteers, other stakeholders and suppliers
* Good communication skills
* Effective time management skills, organisation and planning abilities
* Clean full driver’s license, with the ability to drive a manual vehicle.
* Ability to work effectively without supervision, including in a field which requires a degree of physical fitness
* Ability to manage confidential information with responsibility and integrity.

***Personal Attributes***

* A commitment to high quality work and professionalism.
* Highly organised with the ability to prioritise, multi task and meet expected deadlines.
* Ability to manage confidential information with responsibility and integrity.
* Ability to manage stress and handle emotional situations while retaining empathy.
* Excellent written and oral communication skills.

