**POSITION TITLE:** Animal Attendant Team Leader – Canine

**LOCATION:** Mangere, Auckland

**REPORTS TO:** Animal Services Manager

**DIRECT REPORTS:** Animal Attendants – Canine

Canine Administrator

**PURPOSE:**

Provides leadership and management of the canine services within the SPCA Auckland to ensure they are high performing, effective, responsive and efficient.

Ensures a safe and supportive working environment where staff and volunteers are led to carry out their duties efficiently and effectively

Develops and maintains community relationships and the local reputation of the SPCA brand.

Provides services that that are consistent with the Five Domains and promotes animal welfare for all animals are the care of the SPCA Auckland.

Implements and complies with animal care policies, procedures and practices within the SPCA Auckland.

Provides a high standard of care to SPCA canines, based on current evidence based knowledge and methods, to ensure welfare and wellbeing is maximised to facilitate the best possible stay and outcome for each animal.

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| **KEY ACCOUNTABILITIES:** | | **KEY PERFORMANCE INDICATORS:** |
| 1. Be aware of, and meet, the current statutory obligations of owners and of persons in charge of animals, as it relates to SPCA dogs and puppies.  These include:  - Animal Welfare Act 1999  - Animal Welfare (Dogs) Code of Welfare 2010  - Code of Welfare for the Transport of Animals in New Zealand (2016)  - Code of Welfare for Temporary Housing of Companion Animals  - Dog Control Act 1996 | | * Abide by SPCA policies and procedures to ensure that the physical, health, and behavioural needs of dogs and puppies are met in a manner that is in accordance with both good practice, and scientific knowledge (Animal Welfare Act 1999, s 10.) * Ensure that SPCA’s Animal Welfare Operating Standards (AWOS) are being met at all times. * Specific responsibilities involve learning and applying approved protocols to a proficient standard (e.g. “How To’s”) that are related to the care and management of SPCA dogs and puppies. These include but are not limited to: feeding, the provision of water, cleaning, infection control, grooming, housing location, training, walking and mixing dogs, socialisation, enrichment (including Canine Confidence Course), behaviour modification, and handling (e.g. stress free handling techniques for veterinary and other procedures), as they apply to each animal, depending on the age, stage, and circumstances of the individual (e.g. different requirements for puppies less than 5 months old, neonates , dams with puppies, senior or geriatric dogs, sick or injured dogs, malnourished dogs, seized dogs, and those with challenging or undesirable behaviours). | |
| 2. Maximise the welfare and wellbeing of dogs at all stages in their journey through the shelter, according to the requirements of legal and SPCA regulations. | | * Understand and implement SPCA procedures to a competent level with regard to the animal journey through the shelter. This includes the requirements for incoming dogs, ‘vetting’ (i.e. health monitoring, veterinary checks and euthanasia), rehabilitation and behaviour modification plans, individual enrichment plans, foster placements, and adoptions. * Work and communicate effectively with other departments i.e. Foster and Volunteer Team, Customer Services Team, Animal Welfare Inspectors, and Hospital staff. | |
| 3. Leads, develops and motivates the Canine Team to be a high performing, capable and competent team | * Develops and maintains a high performing Canine team, through effective recruitment, performance coaching and management and professional development * Provides mentoring, support and training to all canine staff. * Conducts effective team meetings and ‘one on one’ meetings with their team * Thinks strategically and always looks for improvements, solutions and resolution and escalates significant matters to the Animal Services Manager as appropriate * Works collaboratively with the Auckland Middle Management staff to support process improvement groups across the village, which aim to improve facilities, animal flow and animal outcomes within the Centre * Assists the Animal Services Manager with cost effective development and operation of all staff rosters within the animal service teams. * Assists the Animal Services Manager to request Canine specific equipment and other Team operational needs via grants and donations, and manage these within the budget to ensure all costs on target. * Acts within delegated levels of authority. * Contributes to the achievement of negotiated team and individual KPI’s. * Completes all administrative and reporting requirements in an accurate and timely manner. * Chairs and/or attends Team meetings and training sessions as required. * Works according to the posted canine roster, including times or days spent in allocated areas. * Effectively supports the Canine Behaviour staff, Veterinarians and Auxiliary Officers by making outcome recommendations, including euthanasia, based on behavioural assessment of canines within RNZSPCA care. * Complies with SPCA Auckland policies and procedures and takes correct action where non-compliance is identified (e.g. addresses situation and/or escalates to Animal Services Manager). * 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 |
| 4. Customer Services | * All interactions with internal and external customers (this includes the public, volunteers, other staff etc.) are conducted in a respectful, professional and compassionate manner. |
| 5. Contribute to a high performing, cohesive, capable and competent team (staff and volunteers), and deliver high standards of performance at all times. | * Participates in the behavioural assessment of animals in care as required. * Effectively participates in the development and implementation of area specific enrichment. * Provides assistance to the Animal Services Manager and Centre Manager with the re-development/improvement of the Canine areas within the Auckland Centres. * Monitor flow of canines through the Centre to ensure all legal requirements are being met. * Provides professional support as requested for the efficient and effective operation of animal welfare prosecutions by the SPCA. * Provides a high standard of care to animals under SPCA care in line with the Five Domains and reflecting current scientific knowledge and good practice. * Makes a positive contribution to team performance and morale by acting with integrity, compassion and dedication. * Contributes to the integration and support of volunteers within the Canine Team. Volunteers feel valued and are recognised for their contribution. * Communicates respectfully with staff and volunteers, providing guidance, constructive feedback and encouragement to ensure they are active and effective participants in the Canine team. |
| 6. Professional development. | * Attends theoretical and practical training sessions, and completes associated homework, assessments and assignments as directed, to maintain and demonstrate current good practice and scientific knowledge. * Maintains current evidence based knowledge and skills by proactive research and investigation. * Participates in relevant groups and forums to keep abreast of best practise developments.   Plans and participates in professional development for self as agreed by your line manager. |
| 7. 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 |
| 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, * ensuring health and safety compliance; including but not limited to;   - prompt investigation of reported, incidents, risks and unsafe practices (commence within 12 hours)  - training is completed within the mandatory timeframes  - safety checklists are completed as required within the mandatory time frames |
| 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 |
| 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 Employer to meet any changing condition. |

**INTERNAL FUNCTIONAL RELATIONSHIPS:**

* All SPCA Staff and Management
* Volunteers, fosterers and students
* Animal Services within the SPCA

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

* Other Animal Welfare Agencies
* Members of the Public
* Other community based animal services and businesses
* Veterinarians and consulting behaviourists

**PERSON SPECIFICATION:**

***Qualifications and Experience***

* Tertiary level qualification in animal husbandry / behaviour and animal care; and practical animal-handling experience and knowledge
* Proven management and leadership experience of successful teams
* Have the ability to work in a fast paced environment and must have a love for working with both people and animals

***Skills and Knowledge***

* Have excellent communication and customer service skills, with the ability to handle conflict situations and a friendly and positive attitude
* The ability and experience to assess animal behaviours and provide the best plan for positive outcomes
* Active, physically able to cope with the rigor of the job
* Ability to develop and implement training programmes
* Ability to manage confidential information with responsibility and integrity
* Strong time management, organisational and planning ability
* Good inter-personal skills - ability to build rapport with staff, stakeholders and suppliers
* Ability to inspire, motivate and encourage team development
* Ability to work cohesively and effectively with all SPCA staff.
* Professional in approach, open and engaging in manner.
* Be a quick thinker who is skilled at multi-tasking
* Have a flexible approach to the hours of work, and be able to prioritise and effectively manage workloads

***Equipment used and/or technology skills.***

* Sound computer skills including the use of e-mail, internet and Microsoft Office applications
* Full, current New Zealand driver’s licence.

***Personal attributes***

* Positive and professional in all dealings
* Motivated and enthusiastic to make a difference
* Ability to manage stress and handle emotional situations while retaining empathy
* Has a strong commitment to the values of the SPCA.

