

POSITION DESCRIPTION



POSITION TITLE: Animal Attendant - Hospital Support

LOCATION: Auckland Centre, Mangere

REPORTS TO: Head Vet Nurse

DIRECT REPORTS: N/A

PURPOSE:

Ensures that all volunteer, visitor and staff interactions at the SPCA Auckland Centre, specifically within the Hospital department are positive and professional and encourages support and engagement with the organisation on an on-going basis.

Ensures that all interactions with animals under the care of the SPCA Auckland are treated and cared for to the required standards of practice.

Provides services that are consistent with the "5 Domains" and promote animal welfare for all animals under the care of SPCA Auckland.

Provides support to the Veterinarian in the triaging and processing of incoming animals.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Work cooperatively and successfully with Hospital team members to run efficient and effective hospital support processes within the Hospital department.	<ul style="list-style-type: none">• Represents the SPCA in a positive way by professional personal appearance & manner.• Is able to work flexibly and seamlessly between vet consults for incoming animals and foster appointments, and hospital duties.• Ensures exceptionally high standards of customer support are provided to all customers when assisting in reception including on the phone or in person.• Helps vets with triage of animals, and medicating and processing animals from reception to consult and onwards.• Transfers between reception and animal care roles as required to assist with meeting operational needs.• Communicates effectively with other team members to ensure efficient workflow.
2. Contributes to a high performing Hospital team and positive experience to clients as first point of contact.	<ul style="list-style-type: none">• Greets visitors positively and actively assists in meeting their needs.• Handles all customers discreetly, professionally and non-judgementally with empathy and positive communication.• Ensures that front reception area of the hospital is kept clean, tidy and welcoming at all times.• Ensures Vet consult rooms are fully stocked, clean following routine and infectious cleaning

	<p>procedures. Equipment is cleaned and maintained to appropriate standard.</p> <ul style="list-style-type: none"> • Ensures paperwork for animals is processed in a timely manner to keep the animal flow steady. • Answers the hospital reception phone calls as needed in a timely manner and responds to queries in a positive and productive manner.
<p>3. Actively participates as a member of the Hospital Team to ensure that all functions are completed professionally and consistent with SPCA Auckland policies and procedures and values.</p>	<ul style="list-style-type: none"> • Aids sick and unwell animals as appropriate in compliance with SPCA procedures. • Supports upset visitors discreetly and kindly. • Accurately captures and enters all correct information concerning the animal into the database to minimise errors and disruption. • Maintains a steady flow of work between the vets and hospital. • Works cooperatively with all hospital staff and volunteers to ensure the visitor and animal experience is positive. • Supports other colleagues and teams with data entry or information and support where necessary. • Ensures exceptionally high standards of customer support are provided to all clients both internal and external. • Ensures that animals are treated and cared for to the highest standards of care within the parameters of the role and under instruction. • Manages all financial transactions and cash handling accurately and in line with cash handling practices. • Participates as a high performing team member, adhering to SPCA Auckland policies and procedures at all times. • Attends regular mentoring, staff meetings and training as requested by line manager. • Communicates effectively with all SPCA Auckland staff and volunteers ensuring animal welfare standards are maintained at the SPCA Auckland. • Veterinarians are notified of animals that require urgent assessments or follow up appointments. • Promotes and represents the SPCA Auckland in a professional manner at all times. • Participates in animal welfare initiatives promoted by the Society. • Work with animal owners to educate them on the wellbeing, responsible ownership, and welfare of animals as appropriate. • Supports and adheres to the principles of animal welfare as stated by the Society. • Ensures the achievement of negotiated team and individual Key Performance Indicators (KPIs).
<p>4. Carries out animal care and welfare duties as part of the Hospital team as directed, ensuring all practices are</p>	<ul style="list-style-type: none"> • Animal handling duties as required, including administering vaccinations / medications /

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carried out in line with the Auckland SPCA's professional standards, policies and procedures.	<p>treatments / etc. under veterinary guidance and instruction.</p> <ul style="list-style-type: none"> • Cares for animals in hospital reception according to SPCA guidelines, animal welfare codes and veterinary instructions. • Cares for animals in other areas according to SPCA guidelines and animal welfare codes as requested. • Ensures stocks of all items required in hospital areas are kept to the required level if requested. • Cares for animals in other areas according to SPCA guidelines and animal welfare codes as requested. • Completes all administrative and reporting requirements in regards to animal care in an accurate and timely manner.
5. Carries out general clerical and administration tasks as required.	<ul style="list-style-type: none"> • Supports hospital staff with other work if required. • Completes all administrative and reporting requirements in an accurate and timely manner. • Provides support as required for SPCA Auckland activities. • Assists with ordering processes.
6. Supports process improvement groups and projects across the organisation to improve organisational performance.	<ul style="list-style-type: none"> • Actively participates in these groups and works collaboratively with all members of staff to achieve goals. • Carries out project work as requested.
7. Actively contributes to Health & Safety	<ul style="list-style-type: none"> • Ensures compliance with the <u>Health and Safety Act 2015</u> by: <ul style="list-style-type: none"> ▪ taking reasonable care of your own Health and Safety and ensure that you do not cause harm to others; ▪ complying with all Health and Safety instructions, policies or procedures, including but not limited to: <ul style="list-style-type: none"> ○ 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.
8. Participates as a professional and constructive member of the Hospital Team	<ul style="list-style-type: none"> • Attends team meetings as required. • Contributes towards the achievement of strategic and operational goals of the SPCA.
9. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> • 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.

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INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies
- RNZSPCA National Support Office Staff
- Members of the Public
- Suppliers and Contractors

PERSON SPECIFICATION:

Qualifications and Experience

- Previous customer service experience.
- Previous animal handling experience.

Skills and Knowledge

- Able to make sound, informed decisions based on animal welfare.
- Excellent interpersonal skills - ability to build rapport with customers, staff and other stakeholders.
- Accurate and fast data entry skills.
- Sound computer skills including the use of email, internet and Microsoft Office applications.

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.
- Ability to motivate and encourage others.
- Ability to work cohesively and effectively with all SPCA staff.
- A sound understanding and empathy with the goals and values of the SPCA.
- Friendly, approachable and engaging.
- Flexible and adaptable to changing needs.



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