

POSITION DESCRIPTION



POSITION TITLE: Animal Attendant - Canine

LOCATION: SPCA Auckland

REPORTS TO: Team Leader – Canine

DIRECT REPORTS: N/A

PURPOSE:

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

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

Provide a high standard of care to SPCA dogs and puppies, 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.

Enhance opportunities for socialisation, enrichment, training, behaviour modification, recovery/rehabilitation, and adoptions, without compromising the safety of volunteers and visitors.

KEY ACCOUNTABILITIES:	KEY RESULT AREAS:
<p>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.</p> <p>These include:</p> <ul style="list-style-type: none">- 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- Relevant local body regulations e.g. registration	<ul style="list-style-type: none">• 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 6 months old, puppies less than 4 months old, bitches with puppies, senior or geriatric dogs, sick or injured dogs, malnourished dogs, seized dogs, and those with challenging or undesirable behaviours).

requirements, on and off leash exercise restrictions	<ul style="list-style-type: none"> Follow the direction of the Animal Services Manager, Canine Team Leader or delegate, SPCA veterinary and behaviourist/training professionals.
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.	<ul style="list-style-type: none"> 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 Canine Area Coordinators, the Canine Foster Coordinator, Animal Enrichment Coordinator, Canine Administrator, Canine Trainer, Animal Welfare Inspectors, and hospital staff.
3. Customer service	<ul style="list-style-type: none"> All interactions with internal and external customers (this includes the public, volunteers, other staff etc.) are conducted in a respectful, professional and compassionate manner.
4. Participates as a professional and constructive member of the Canine Team	<ul style="list-style-type: none"> Participates in the recommended behavioural assessment of SPCA dogs as required; working with another staff member or as directed by the Canine Team Leader. Effectively participates in the development and implementation of area specific enrichment programmes as required. For example, the Puppy Socialisation Programme, which aims to provide appropriate opportunities for puppies during their critical socialisation period and minimise any risks from potential deficits or stress. Follows individual enrichment plans which have been developed by the Enrichment Co-ordinator and consulting behaviourists (which might also include individual behavioural modification plans, foster placements, socialisation goals, confidence course goals etc.). Ensure that documentation for individual plans are completed, providing evidence of progress made and useful information for adoptions. Effectively supports the Foster and Volunteer Coordinators to ensure volunteer and foster experiences for and with animals, are positive and productive. This includes interactions with fosterers and volunteers and the completion of applicable paperwork. Works effectively with the Canine Administrator to ensure that all relevant information is communicated effectively in relation to adoptions process, waiting list, etc. Works effectively with the Canine Area Coordinator for the area assigned to, to maximise staff and volunteer time for the benefit of dogs and/or puppies in the area. Actively participates in, and implements, training and behavioural approaches approved by the Canine Team Leader. Provides a high standard of care to dogs and puppies consistent 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.

	<ul style="list-style-type: none"> • Contributes to the achievement of negotiated team and individual KPI's. • Completes all administrative and reporting requirements in an accurate and timely manner. • Attends Team meetings and training sessions as required. • Works according to the posted canine roster, including times or days spent in allocated areas as directed by the Team Leader. • Complies with SPCA Auckland policies and procedures and takes correct action where non-compliance is identified (e.g. addresses situation and/or notifies Team Leader). • 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
5. Professional development.	<ul style="list-style-type: none"> • 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 own professional development.
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 Health and Safety Act 2015 by: <ul style="list-style-type: none"> ○ 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; <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. Volunteer support	<ul style="list-style-type: none"> • 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.
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
- Other SPCA Centres
- Volunteers, fosterers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

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

PERSON SPECIFICATION:***Knowledge and Experience***

- Experience and evidence based skills in canine care, behaviour and training
- Experience working as an effective and positive team member
- Have the ability to work in a fast paced environment and must have a love for working with both people and animals
- Applicable tertiary qualification e.g. animal care, animal welfare, canine training and behaviour would be preferable.

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 comply with plans for positive outcomes
- Active, physically able to cope with the rigor of the job
- 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
- Ability to manage confidential information with responsibility and integrity.
- Has a strong commitment to the values of the SPCA.

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Initial here _____