

## POSITION DESCRIPTION



**POSITION TITLE:** Animal Attendant and Centre Support

**LOCATION:** Hobsonville, Auckland

**REPORTS TO:** Centre Team Leader - Hobsonville

**DIRECT REPORTS:** N/A

### PURPOSE:

To ensure that all visitor and client interactions at the SPCA centre are positive and professional, and encourages customers to continue to support the organisation on an on-going basis.

Provides services that that are consistent with the 5 Domains and promote 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.

Provide a high standard of care to SPCA animals, 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, 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 animals.</p> <p>These include:</p> <ul style="list-style-type: none"><li>○ Animal Welfare Act 1999</li><li>○ MPI Codes of Welfare</li><li>○ Code of Welfare for the Transport of Animals in New Zealand (2016)</li></ul>	<ul style="list-style-type: none"><li>● Abide by SPCA policies and procedures to ensure that the physical, health, and behavioural needs<sup>i</sup> of animals are met in a manner that is in accordance with both good practice, and scientific knowledge (Animal Welfare Act 1999, s 10.)</li><li>● Ensure that SPCA's Animal Welfare Operating Standards (AWOS) are being met at all times.</li><li>● 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 animals. These include but are not limited to: feeding, the provision of water, cleaning, infection control, grooming, housing location, training, socialisation, enrichment, behaviour modification, and handling (e.g. stress free handling techniques for veterinary and other procedures), as they apply to each feline or small animal, depending on the age, stage, and circumstances of the individual (e.g. different requirements for animals less than 6 months old, less than 4 months old, animals with litters, senior</li></ul>

<ul style="list-style-type: none"> <li>○ Code of Welfare for Temporary Housing of Companion Animals</li> </ul>	<p>or geriatric, sick or injured, seized, and those with challenging or undesirable behaviours).</p> <ul style="list-style-type: none"> <li>● Follow the direction of the Animal Services Manager, your supervisor, SPCA veterinary and behaviourist/training professionals.</li> </ul>
<p>2. Maximise the welfare and wellbeing of felines and small animals at all stages in their journey through the shelter, according to the requirements of legal and SPCA regulations (AWOS).</p>	<ul style="list-style-type: none"> <li>● Understand and implement SPCA procedures to a competent level with regard to the animal journey through the shelter.</li> <li>● Work and communicate effectively with other departments i.e. Foster and Volunteer Coordinators, Customer Services Team, Animal Welfare Inspectors and Veterinary Staff.</li> </ul>
<p>3. Ensures the front reception and retail area is professionally operated.</p>	<ul style="list-style-type: none"> <li>● Ensures that front reception is kept clean, tidy and welcoming at all times and that the retail displays are tidy, well stocked and well organised.</li> <li>● Manages all financial transactions and cash handling accurately and in-line with cash handling practices.</li> <li>● Greets visitors positively and actively assists in meeting their needs.</li> <li>● Completes animal adoptions in line with SPCA policies and procedures. Takes a significant lead in the adoption process and ensures the animal is well cared for through the process.</li> <li>● Identifies and aids sick and unwell animals as appropriate.</li> <li>● Accurately captures and enters all correct information concerning the animal into the database.</li> <li>● Handles all customers and customer information discreetly, professionally and non-judgementally.</li> <li>● Works co-operatively with all staff and volunteers to ensure the visitor and animal experience is positive.</li> <li>● Follows incoming animal procedures and ensures effective infection control practises are in place in the reception area.</li> <li>● Provide knowledgeable and customer focussed service in relation to retail sales</li> </ul>
<p>4. Professionally represents the SPCA in all situations.</p>	<ul style="list-style-type: none"> <li>● All interactions with internal and external customers (this includes the public, volunteers, other staff etc.) are conducted in a respectful, professional and compassionate manner.</li> <li>● Communicates clearly and with accurate information when completing adoptions, and in general.</li> <li>● Communicates professionally and with the SPCAvvalues in mind at all times.</li> <li>● Provides information that is consistent with SPCApolicies and procedures, values and mission.</li> <li>● Builds and maintains strong relationships with suppliers and company representatives.</li> </ul>

<p>5. Team integration.</p>	<ul style="list-style-type: none"> <li>• Follows individual enrichment plans which have been developed (which might also include individual behavioural modification plans, foster placements, socialisation goals, etc.).</li> <li>• Ensure that documentation for individual plans are completed, providing evidence of progress made and useful information for adoptions.</li> <li>• Effectively participates in the development and implementation of area specific enrichment programmes as required.</li> <li>• 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.</li> <li>• Works effectively with the relevant Administrator to ensure that all relevant information is communicated effectively in relation to adoptions process, waiting list, etc.</li> <li>• Provides administration support to the animal services teams within the SPCA Auckland to ensure they are high performing, effective, responsive and efficient.</li> <li>• Actively participates in, and implements, training and behavioural approaches approved by your supervisor.</li> </ul>
<p>6. Contribute to a high performing, cohesive, capable and competent team (staff and volunteers), and deliver high standards of performance at all times.</p>	<ul style="list-style-type: none"> <li>• Provides a high standard of care to all animals consistent with the Five Domains and reflecting current scientific knowledge and good practice.</li> <li>• Makes a positive contribution to team performance and morale by acting with integrity, compassion and dedication.</li> <li>• Contributes to the achievement of negotiated team and individual KPI's.</li> <li>• Completes all administrative and reporting requirements in an accurate and timely manner.</li> <li>• Attends Team meetings and training sessions as required.</li> <li>• Works according to the posted roster, including times or days spent in allocated areas as directed by the Team Leader.</li> <li>• Complies with SPCA policies and procedures and takes correct action where non-compliance is identified (e.g. addresses situation and/or notifies Team Leader).</li> <li>• Communicates respectfully with staff and volunteers, providing guidance, constructive feedback and encouragement to ensure they are active and effective participants in the team.</li> </ul>
<p>7. Professional development.</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Maintains current evidence based knowledge and skills by proactive research and investigation.</li> <li>• Participates in relevant groups and forums to keep</li> </ul>

	<p>abreast of best practise developments.</p> <ul style="list-style-type: none"> <li>Plans and participates in own professional development.</li> </ul>
8. Actively contributes to Health & Safety.	<p>Ensures compliance with the Health and Safety Act 2015 by:</p> <ul style="list-style-type: none"> <li>Taking reasonable care of your own health and safety and ensure that you don't cause harm to others</li> <li>Complying with all health and safety instructions, policies or procedures, including but not limited to; <ul style="list-style-type: none"> <li>reporting incidents and unsafe practices as soon as they occur</li> <li>identifying risks, reporting them and taking appropriate action to mitigate them</li> <li>knowledge, and compliance of, emergency procedures</li> </ul> </li> <li>Completing mandatory training within the required timeframes</li> </ul>
9. Volunteer Support	<ul style="list-style-type: none"> <li>Ensures safety, support and wellbeing of volunteers working in your department.</li> <li>Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner.</li> <li>Professional in all interactions with the SPCA volunteers.</li> <li>Contributes to the integration and support of volunteers to ensure they feel valued and are recognised for their contribution.</li> </ul>
10. Carries out other duties as required from time to time	<ul style="list-style-type: none"> <li>Provide support and assistance to SPCA events and campaigns as requested.</li> <li>Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intent to limit the scope or functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.</li> </ul>

**INTERNAL FUNCTIONAL RELATIONSHIPS:**

- All SPCA Staff and Management
- Volunteers, foster parents and students

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- Consulting Behaviourists
- Members of the Public

**PERSON SPECIFICATION:**

***Knowledge and Experience***

- Experience and evidence based skills in animal care, behaviour and training
- Experience working as an effective and positive team member
- Applicable tertiary qualification e.g. animal care, welfare, or behaviour would be preferable.

***Skills and Knowledge***

- A sound understanding and empathy with the goals and values of the SPCA

Initial here \_\_\_\_\_

- Good communication skills – verbal and written – statistics, report writing, systems
- Strong time management, organisational and planning ability
- Good inter-personal skills - ability to build rapport with staff, stakeholders and suppliers
- Ability to work cohesively and effectively with all SPCA staff
- Results Orientated
- Problem solving
- Professional in approach, open and engaging in manner

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

- Sound computer skills including the use of e-mail, internet and Microsoft Office applications
- Maintains a full, clean drivers licence

***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
- Commitment to ongoing professional development
- Ability to manage stress and handle emotional situations while retaining empathy
- Able to make sound, informed decisions based on animal welfare

***Environmental requirements***

- Ability to work in busy conditions and subject to tight timeframes
- Able to work with interruptions and willingness to adapt to changing priorities of the job

