

POSITION DESCRIPTION



POSITION TITLE: Field Officer/Community Support

LOCATION: As per employment agreement

REPORTS TO: Centre Manager

DIRECT REPORTS: None

PURPOSE: To act as a key member of the SPCA team providing support to the local SPCA Centres as required to ensure effective support to SPCA centres, vet affiliates and the communities.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
<p>1. Operational Duties</p> <p>Carries out animal care and welfare duties as part of the animal services team as directed by the Team Leader, ensuring all practices are carried out in line with the SPCA's professional standards, policies and procedures.</p>	<ul style="list-style-type: none">• All animals receive appropriate care and attention and any issues are assessed and dealt with promptly.• Respond to calls from members of the public as required, ensuring all calls are handled appropriately and professionally.• Provide animal transport for sick, injured and vulnerable animals.• Assist in capacity management by the collection and transport of animals between centres.• Assist in timely veterinary care by providing transport to and from vet centres.• Assist in animal handling, animal care and cleaning. Administer animal medication where required.• Assisting with processing on incoming animals where required including but not limited to data entry and animal handling.• Communicate clearly and effectively in demanding situations and with a diverse range of people when visiting properties.• Support and attend ambulance calls, veterinary appointments and assist SPCA centres within the Bay of Plenty and Waikato areas as required.• All animals in the care or custody of the SPCA are accurately recorded on to the database (Shelter Buddy) within a timely manner.• All animals consistently receive accurate and timely medical intervention as determined by veterinary staff.

2. Education / Promotion of SPCA brand	<ul style="list-style-type: none"> Members of the public / animal owners & carers are consistently given good advice and appropriate information which seeks to improve or maintain welfare of animal(s), whilst maintaining the image of the society as a caring organisation Network with internal and external agencies to develop and maintain effective working relationships and promote SPCA. All interactions with the public portray the best in customer service and result in them having a positive experience with the SPCA. SPCA 'brand' is protected and promoted at all times.
3. Personal and Continuing Education	<ul style="list-style-type: none"> Seeks education opportunities proactively for self. Development requirements are signalled in advance to the Team Leader or Manager. Grows and maintain competence and skill level to perform role(s) to highest ability. Meets objectives set at 6 monthly catch ups.
4. 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
5. Volunteer Support and Supervision	<ul style="list-style-type: none"> Ensures safety, support and wellbeing of Volunteers as required Ensures Volunteers' duties and tasks are carried out in a safe and appropriate manner Ensures professionalism and respect in all interactions with SPCA Volunteers
6. Other Duties	<ul style="list-style-type: none"> Assists with vehicle upkeep and stock/equipment monitoring. Assists within SPCA centre animal care teams when required. Provide support and assistance to SPCA events and campaigns as requested. Receives direction from your employer in a gracious, co-operative and professional manner and consistently shows support for same. Provide assistance with the general upkeep of the centre and surrounding areas as required.

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	<ul style="list-style-type: none"> 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:

- External Veterinary clinics
- Other Animal Welfare Agencies
- Territorial Authority Animal Control Units
- New Zealand Police
- Members of the Public

PERSON SPECIFICATION:

Qualifications and Experience

- The minimum qualification for this position is to be the holder of current Auxiliary Officer License pursuant to Section 125(1) of the Animal Welfare Act 1999 or be willing and able to gain such an appointment (essential).
- Ability to
- Full, clean driver's licence with ability to drive manual vehicle preferred.
- Experience driving larger vehicles such as vans and utes, and confidence towing/reversing a trailer (desirable).
- Willingness and ability to travel to other locations within the Bay of Plenty, Waikato and King Country areas as required (essential)

Skills and Knowledge

- A sound understanding and empathy with the goals and values of the SPCA.
- Animal care and animal behaviour knowledge.
- Competent and proven ability to use computer based information and reporting systems with a sound background in the use of Microsoft Office Suite.
- Demonstrated strengths in accuracy, precision and attention to detail.
- Confident in diffusing conflict and a high level of situational awareness.

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.

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- Ability to manage stress and handle emotional situations while retaining empathy.
- Excellent written and oral communication skills.
- Professional manner and excellent interpersonal skills – communicate effectively with diverse range of people.
- Able to work with interruptions and willingness to adapt to changing priorities of the job.
- Ability to work effectively without supervision and effectively prioritise daily tasks.
- Demonstrated flexibility and adaptability.
- Commitment to ongoing professional development.
- Have a high standard of honesty and integrity.
- Ability to work in the field which requires a degree of physical fitness
- Ability to work in busy conditions and subject to tight timeframes



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