

## POSITION DESCRIPTION



**POSITION TITLE:** Animal Attendant – Small Animals

**LOCATION:** SPCA Auckland Centre

**REPORTS TO:** Animal Attendant Team Leader - Feline

**DIRECT REPORTS:** N/A

### PURPOSE:

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

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

Provide a high standard of care to SPCA small animals and felines, 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 staff, 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 felines and small animals</p> <p>These include:</p> <ul style="list-style-type: none"><li>- Animal Welfare Act 1999</li><li>- Relevant Animal Codes of Welfare</li><li>- Code of Welfare for the Transport of Animals in New Zealand (2016)</li><li>- Code of Welfare for Temporary Housing of Companion Animals</li></ul>	<ul style="list-style-type: none"><li>• Abide by SPCA policies and procedures to ensure that the physical, health, and behavioural needs of feline and small 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 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 or geriatric animals, sick or injured, seized, and those with challenging or undesirable behaviours).</li></ul>

	<ul style="list-style-type: none"> <li>Follow the direction of the Centre Manager, Animal Services Manager, Animal Attendant Team Leader - Feline or delegate, SPCA veterinary and behaviourist/training professionals.</li> </ul>
2. Maximise the welfare and wellbeing small animals and felines at all stages in their journey through the shelter, according to the requirements of legal and SPCA regulations (AWOS).	<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 Coordinator, Customer Services Team, Animal Welfare Inspectors, and hospital staff.</li> </ul>
3. Customer service.	<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> </ul>
4. Participates as a professional and constructive member of the Feline Team	<ul style="list-style-type: none"> <li>Participates in the recommended behavioural assessment of SPCA felines and small animals as required; working with another staff member or as directed by the Feline Team Leader.</li> <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 Feline 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 feline and small animals services within the Centre to ensure they are high performing, effective, responsive and efficient.</li> <li>Actively participates in, and implements, training and behavioural approaches approved by the Feline Team Leader.</li> <li>Provides a high standard of care to small animals and felines consistent with the Five Freedoms 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 integration and support of volunteers within the Small Animal and Feline Team. Volunteers feel valued and are recognised for their contribution.</li> </ul>

	<ul style="list-style-type: none"> <li>• Contributes to the achievement of negotiated team and individual KPI's.</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>• Attends team meetings as required.</li> <li>• Works according to the Team roster, including times or days spent in allocated areas as directed by the Team Leader.</li> <li>• Contributes towards the achievement of strategic and operational goals of the SPCA</li> <li>• Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.</li> </ul>
5. Professional development.	<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 abreast of best practise developments.</li> <li>• Plans and participates in own professional development.</li> </ul>
6. Supports process improvement groups and projects across the organisation to improve organisational performance.	<ul style="list-style-type: none"> <li>• Actively participates in these groups and works collaboratively with all members of staff to achieve goals.</li> <li>• Carries out project work as requested</li> </ul>
7. Actively contributes to Health & Safety.	<ul style="list-style-type: none"> <li>• Ensures compliance with the Health and Safety Act 2015 by: <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> <li>▪ completing mandatory training within the required timeframes</li> </ul> </li> </ul> </li> </ul>
8. 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 SPCA volunteers.</li> </ul>
9. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <li>• Provides 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 intention to limit the scope or the functions of the position.</li> </ul>

	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 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:***

***Qualifications and Experience***

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

***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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