

POSITION DESCRIPTION



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| POSITION TITLE: | Community Support Team Leader |
| LOCATION: | Auckland OR Wellington OR Christchurch |
| REPORTS TO: | Animal Services Manager OR Centre Manager |
| DIRECT REPORTS: | Community Support Officers |
| PURPOSE: | |

To act as a key member of the SPCA team working with SPCA Centres, community stakeholders and veterinary partners to provide a positive physical and visible presence representing the SPCA in local communities.

To actively engage, organise and participate in animal welfare related tasks, events and activities.

To participate in recruitment and oversee, train and mentor Community Support Officers and Volunteers with their operational daily duties and continuing development in line with the strategic plan.

| Key Accountabilities | Key Responsibilities |
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| Operational Duties | <ul style="list-style-type: none">• Respond to enquiries from members of the public as required, ensuring all are handled appropriately and professionally.• Communicate clearly and effectively in demanding situations and with a diverse range of people when visiting properties.• Triage, coordinate and attend non-inspectorate animal emergencies.• Provide animal transport for non-welfare complaint related animals, such as ambulance collection, transportation and transfer of animals, trapping of animals, community desexing and transporting sick, injured and vulnerable animals.• Provide the primary contact point for the contact centre and vet affiliates/partners.• Coordinate, collect and transport animal services donations as required.• Assist with administration including but not limited to ShelterBuddy updates, processing of animals, data entry and animal handling.• Work within SPCA Centre to carry out animal care and welfare duties as directed by the manager, ensuring all practices are carried out in line with the SPCA's professional standards, policies and procedures.• Support the foster network in the region and build relationships within the |

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| | <p>foster community.</p> <ul style="list-style-type: none"> • Oversee and manage pool vehicle upkeep, maintenance and stock/equipment monitoring. • Work rostered weekends and overtime as required. • Willing and able to travel to other locations as required. |
| Leadership and Team Management | <ul style="list-style-type: none"> • Coordinate and maintain Community Liaison rosters and workload to ensure appropriate support every day. • Ensure that Community Liaisons and Volunteers have the appropriate support to carry out operational work effectively, accountably and safely. • Provide mentorship, guidance and training to Community Support officers nationwide as required. • Ensure all reporting required is completed in a timely manner. This is to include but not limited to; ambulance job reports, staff hours reports; Community Outreach schedules and summaries, ambulance statistics. • Ensure all HR practices are fair and reasonable, and in accordance with relevant HR policies and procedures, and all significant concerns are escalated to manager and/or HR Advisor. |
| Education and promotion of SPCA Brand | <ul style="list-style-type: none"> • Drive education and awareness of responsible pet ownership and animal welfare. • Organise, manage and/or provide support and assistance to SPCA drop ins, events and campaigns. • Proactively research opportunities and grow relationships with local community groups, schools, rescue organisations and other stakeholders. • Work with the SPCA Education, Science, Communications and Marketing teams to maximise impact and ensure professionalism in the provision of materials and guidance for community members. |
| Personal and Professional Development | <ul style="list-style-type: none"> • Education opportunities are sought proactively for self and staff. Development requirements are signalled in advance to manager. • Competence and skill level is maintained to perform role to highest ability. • Required training completed in a timely manner to a high standard. • Meets objectives set at annual performance review. |
| Volunteer Support and Supervision | <ul style="list-style-type: none"> • Ensure safety, support and wellbeing of Volunteers as required. • Ensure Volunteers' duties and tasks are carried out in a safe and appropriate manner. • Ensures that all Volunteers are trained and supervised appropriately. • Ensure professionalism and respect in all interactions with SPCA Volunteers. |
| Stakeholder Management | <ul style="list-style-type: none"> • Proactively manage relationships with internal and external partners, ensuring positive collaboration and outcomes. |

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| <p>Participates as a professional and constructive member of the Centre Team</p> | <ul style="list-style-type: none"> • Organises and attends team/ centre meetings as required. • Contributes towards the achievement of strategic and operational goals of the SPCA. • Embodies and provides an example to the Community Liaison team of the SPCA Values, setting clear expectations for the way we work together, with our animals, and the community. • Act professionally and non-judgmentally. Embody the SPCA values and strive to achieve the SPCA Mission. |
| <p>Actively contributes to Health and Safety</p> | <ul style="list-style-type: none"> • Ensure compliance with the Health and Safety Act 2015 by: • 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. |
| <p>Other Duties</p> | <ul style="list-style-type: none"> • Provide support to Inspectorate teams as required. • The 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. |

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and management
- Volunteers, fosterers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- External Veterinary clinics
- Other Animal Welfare Agencies and Rescue Groups
- Territorial Authority Animal Control Units
- Local Community Groups and Schools
- 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).
- 3 + years of Management or Leadership experience (essential).
- Experience within the animal welfare and extensive animal handling in a previous role (essential).
- Full, clean driver's licence with ability to drive manual vehicle (essential).
- Experience driving larger vehicles such as vans and utes, and confidence towing/reversing a trailer (desirable).

Skills and Personal Attributes

- Computer and technical skills and the ability to learn new programmes and applications.
- Leadership and relationship management skills.
- Ability to work in the field which requires a degree of physical fitness.
- High personal standards and process drive.

Competencies

- Detail oriented.
- Honesty, integrity and professionalism.
- Resilience while retaining empathy.
- Communication and conflict resolution.
- Organisation and prioritisation.
- Initiative and problem solving.
- Collaborative management and leadership capabilities.
- Planning and strategic thinking (team, process and community development).

