

POSITION DESCRIPTION



POSITION TITLE: Animal Behaviour Coordinator

LOCATION: As per employment agreement

REPORTS TO: As per employment agreement

DIRECT REPORTS: N/A

PURPOSE:

Provides services that are consistent with the Five Domains and promotes animal welfare for all canines in the care of the RNZSPCA as well as providing post adoption support for canines adopted from RNZSPCA.

Assists with the development, implementation and regular review of an evidence-based training programme that includes a range of effective behavioural modification plans and basic training and socialisation. Maintain the program with assistance of Canine Staff and Volunteers. The programme aims to have a positive impact on the welfare and wellbeing of SPCA canines by minimising stress, building resilience, and decreasing the occurrence and severity of behavioural problems, without compromising the safety of employees, volunteers and visitors.

Support the Canine Teams to provide a high standard of care to canines, 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.

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	<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, s10.)• Ensure that relevant 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, management and training of SPCA dogs and puppies. These include but are not limited to: infection control, training, walking and mixing dogs, socialisation, enrichment, behaviour modification, and handling (e.g. low-stress handling techniques for veterinary 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 5 months old, puppies less than 16 weeks old, bitches with puppies, senior or geriatric dogs, sick or injured dogs, malnourished dogs, Inspectorate cases, and those with challenging or undesirable behaviours).

<p>- Relevant local body regulations e.g. registration requirements, on and off leash exercise restrictions</p>	<ul style="list-style-type: none"> • Follow the direction of the Animal Services Manager, Canine Team Leader, SPCA veterinary and behaviourist/training professionals including the SPCA Science Team.
<p>2. Maximise the welfare and wellbeing of dogs at all stages in their journey through the shelter, according to Legislative requirements and SPCA Policy and Procedure.</p>	<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, adoptions and seized or TIP animals. • Work and communicate effectively with Canine Team Leader, Canine Attendants, Canine Team Administrator, Canine Volunteer Liaison, Animal Enrichment Coordinator, Animal Welfare Inspectors, and hospital staff at SPCA Auckland. • Once established this role may be required to provide Canine training knowledge & support to other SPCA Centres
<p>3. Customer service</p>	<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.
<p>4. Assistance and ongoing management of canine training programmes.</p>	<ul style="list-style-type: none"> • Develops, implements and regularly reviews an evidence based canine training programme that includes a range of effective behavioural modification plans and standardized basic training and socialisation plans. This programme aims to provide basic training, to increase the likelihood that an animal will be adopted by an appropriately matched adopter and remain in their new home, to address problem behaviours occurring both in and out of centre, and increase the quality of life of the animals in the care of SPCA. This is especially relevant to long stay cases and dogs in foster. • Effectively participates in the development, implementation and ongoing management of canine training 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 and the potential to develop and implement an SPCA Puppy Preschool program for post-adoption puppies. • Consults with external canine behaviourists for development of training programme (which might also include individual behavioural modification plans, foster placements, socialisation goals, etc.). • Maintains the canine training programs with the assistance of the Canine Team Leader, Canine Staff and Volunteers • Ensure that documentation for individual plans are completed, providing evidence of progress made and useful information for potential adopters and for internal reference. Training should have clearly defined goals and progress logged. • Reviews the canine training programmes at least annually to incorporate new research, recommended best practice within

	<p>the industry, evaluations of the initiatives, and feedback from the relevant team and consulting trainers, behavioural consultants, behaviourists and SPCA Science Team.</p> <ul style="list-style-type: none"> • Maintains and regularly reviews the Canine Post-Adoption Support programme which provides standardised post-adoption support to adopters. The goal is to improve the ease of animals settling into their new environment and formation of bond between adopter and animal and reduce the risk development of behavioural problems that may result in animals being returned to the Centre. Refers approved cases to external consulting trainers, behavioural consultants, behaviourists. • Ensures that relevant SPCA’s Animal Welfare Operating Standards (AWOS) are being met at all times, and ensures training programmes are developed in line with the recommendations in SPCA’s Animal Welfare Operating Standards (AWOS) policies and procedures and Fear Free Shelters Programme. • Ensures any training plans or behavioural modification plans are presented to the team in a clear and structured way that ensures team members understand what, why and how to complete the appropriate plan successfully. • Actively participates in the training and assessment(s) of team members and ensures effective, consistent and compliant delivery of training concepts and training plans by staff and volunteers. • Ensures training equipment and consumables are managed appropriate and utilised according to the applicable plan and within safe/optimal operating procedures (e.g. high value food consumables are readily in supply and used for specific training purposes) • Ensures timeframes, milestones and priorities are achieved. • Participates in the recommended behavioural assessment of SPCA dogs as required; working with another staff member or as directed by the Animal Services Manager or Canine Team Leader. • Chairs and actively participates as a member of the Canine Behaviour Review Panel (CBR) along with delegates from the Auckland Canine Team including; Team Leaders, Area Coordinators and Canine Attendants; to ensure behavioural support is appropriate for canines within SPCA Auckland Centres. This can include but is not limited to; reviewing behavioural modification plans and progress, implementing behavioural modification plans, reviewing length of stay, and making euthanasia recommendations on the basis of; behavioural deterioration while in SPCA care, the presence of undesirable behaviours not suitable for rehoming, or lack of resources required to modify undesirable behaviours.
5. Team integration.	<ul style="list-style-type: none"> • Effectively supports the Canine Foster Coordinator to ensure foster experiences are positive and productive. This includes

	<p>assisting with the development of foster training programs aimed at improvement and promotion of animal welfare for canines.</p> <ul style="list-style-type: none"> • Effectively supports the Canine Volunteer Liaison to ensure volunteer experiences are positive and productive. This includes assisting with the development of volunteer training programs aimed at improvement and promotion of animal welfare for canines. • Works effectively with the Canine Administrator to ensure that all relevant information is communicated effectively in relation to adoptions process and post adoption support. This includes assisting with behavioural support for canines on the surrender waiting list. • Works effectively with the Canine Staff to ensure they optimise their time spent on enrichment, socialisation and training for the benefit of dogs and/or puppies in their area. • Effectively supports Canine Team Leader or delegate, Veterinarians and Auxiliary Officers by making outcome recommendations, including euthanasia, based on behavioural assessment of canines within RNZSPCA care.
<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"> • Provides a high standard of care to canines 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. • Contributes to the integration and support of volunteers. Volunteers feel valued and are recognised for their contribution. • Contributes to the achievement of negotiated team and individual KPI's. • Completes all administrative and reporting requirements in an accurate and timely manner. • Complies with SPCA policies and procedures and takes correct action where non-compliance is identified (e.g. addresses situation and/or notifies Team Leader). • Communicates respectfully with staff and volunteers, providing guidance, constructive feedback and encouragement to ensure they are active and effective participants in the training program. • Ensures safety, support and wellbeing of volunteers working in the canine 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. • Attends team meetings as required. • Works according to the Team roster, including times or days spent in allocated areas as directed by the Team Leader. • Contributes towards the achievement of strategic and operational goals of the SPCA

	<ul style="list-style-type: none"> • Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.
7. 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.
8. 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
9. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> • As requested, works with other departments, and participates in activities and initiatives that are intended to improve SPCA performance, culture and sustainability at a local and national level. • Provides support for the efficient and effective operation of animal welfare prosecutions by the SPCA if required • 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.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA Staff and Management
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies
- Qualified Canine Trainers, Behavioural Consultants and Behaviourists
- Members of the Public

PERSON SPECIFICATION:

Qualifications and Experience

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

Skills and Knowledge

- A sound understanding and empathy with the goals and values of the SPCA
- Good communication skills – verbal and written – statistics, report writing, systems
- Sound computer skills including the use of e-mail, internet and Microsoft Office applications
- Good inter-personal skills - ability to build rapport with staff, stakeholders and suppliers
- Problem solving skills

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
- Ability to work cohesively and effectively with all SPCA staff
- Results orientated
- Motivated and enthusiastic to make a difference
- Has a strong commitment to the values of the SPCA
- Maintains a full clean driver's licence

