

## POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Animal Attendant - Feline
<b>LOCATION:</b>	Mangere, Auckland
<b>REPORTS TO:</b>	Feline Team Leader
<b>DIRECT REPORTS:</b>	N/A

### PURPOSE:

Provides services that are consistent with the 5 Domains and promote animal welfare for all animals in 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 felines and small 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 felines and small animals.</p> <p>These include:</p> <ul style="list-style-type: none"><li>- Animal Welfare Act 1999</li><li>- Animal Welfare (Cat) 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<sup>i</sup> 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 (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 or geriatric, 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 Animal Services Manager, your supervisor, SPCA veterinary and behaviourist/training professionals.</li> </ul>
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).	<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, Animal Enrichment 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. Team integration.	<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 feline and small animal services 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>
5. Contribute to a high performing, cohesive, capable and competent team (staff and volunteers), and deliver high standards of performance at all times.	<ul style="list-style-type: none"> <li>Provides a high standard of care to felines and small 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 integration and support of volunteers within the Feline Team. Volunteers feel valued and are recognised for their contribution.</li> <li>Contributes to the achievement of negotiated team and individual KPI's.</li> </ul>

	<ul style="list-style-type: none"> <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>
6. 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>
7. Actively contributes to Health & Safety.	<ul style="list-style-type: none"> <li>• Ensures compliance with the <a href="#">Health and Safety Act 2015</a> 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;</li> </ul> </li> <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>
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 the SPCA volunteers.</li> </ul>
9. 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 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
- Good communication skills – verbal and written – statistics, report writing, systems
- The ability and experience to assess animal behaviours and comply with plans for positive outcomes
- Ability to inspire, motivate and encourage team development
- 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 license

***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

