

JOB DESCRIPTION

Job Title:	Animal Welfare Assistant
Department:	Cattery
Location:	Rescue Centre, Biltor, Edgelands Lane, Ipplepen, Newton Abbot, Devon TQ12 5UF
Job Type:	Permanent
Hours:	Full-time, 35 hours/5 days per week on roster to include frequent weekends and Bank Holidays.
Reporting to:	Cattery Manager/Deputy Manager
Direct Reports:	None

Purpose of the role

To provide daily care and husbandry for the cats and kittens at the Rescue Centre, establish good customer relations and maintain administration procedures in use

Principle Responsibilities

- Ensure daily routines are carried out following the set procedures for the Cattery Department
- Carry out checks on the cats and kittens, including the taking of temperature, inspection of eyes, ears, nose and throat for signs of infection or abnormality, reporting any abnormalities to the Cattery Manager or Deputy Manager (if appointed).
- Identify a suitable diet, prepare and provide food and water for the cats and kittens and on occasions, for any animal in the Rescue Centre
- Attend to the needs of the individual animals, including coat care/grooming, administration of first aid, treatments and medications as directed and to assist, in some instances with the humane destruction of animals, including carcase disposal
- Carry out routine animal behaviour monitoring/assessment prior to rehoming. To keep the Managers informed on the progress/outcome of any plans and to raise any cause for concerns
- Assist with the preliminary assessment, ongoing inspection and or treatment of animals by a Veterinary Surgeon, or other authorised person at the Rescue Centre
- Complete documentation and maintain computerised records relating to the acceptance, care and rehoming of cats and kittens as required
- Clean, disinfect and maintain to a standard of cleanliness set by the management, animal accommodation, isolation and exercise areas; food preparation, laundry, storage, special care and veterinary facilities. Ensure buildings/exercise areas are secure at all times
- Attend to the needs of the general public, either face to face or via the telephone regarding animals at the Rescue Centre and to undertake an initial assessment of an animal and prospective adopter's suitability to one another. To provide post adoption advice to adopters
- Liaise with colleagues in other departments and contribute to the training and support of volunteer helpers/work experience students
- Attend meetings, training, courses, seminars etc. as requested by the Charity's management
- Represent the Charity whilst at the Rescue Centre, offsite and at events, including fundraising initiatives, as required

- Undertake other reasonable duties as required by the Cattery/Charity's management which may include:
 - Driving animals to the vet or carrying out other van runs.
 - Assisting with educational visits/talks.
 - Fostering and hand rearing animals.
 - Undertaking and/or arranging home inspection visits.
 - Post adoption advice to adopters
- While at work all staff are required to adhere to the Charity's objectives and Mission and co-operate with the Charity's policies and procedures
- Be conversant with and implement Animal in Distress' Health & Safety procedures at all times

In addition to your normal duties, you may be required to undertake such other reasonable duties that are within your competence and training as required by the Charity's management in order to meet the needs of the Charity.

Required Competencies

- Respect and empathy for animals and a proven commitment to their welfare
- Good interpersonal and communication skills, able to communicate with people at all levels including staff, clearly and precisely to ensure a high quality of animal care to help prevent mistakes.
- Professional, proficient, reliable and hard-working, able to work as part of an effective team
- Methodical and thorough approach to work, motivated and dedicated to the role and the work of the Charity, having focus and resilience
- Confidence and competence in handling cats and also other domestic animals at the Rescue Centre if required
- Good physical endurance during physically challenging workdays and adequate strength to restrain animals when needed. Patience and the ability to maintain calm are essential as the cats might be scared, stressed or in pain, which can result in erratic or aggressive behaviour
- Behaviour and dress whilst at work must reflect the working environment and the Charity
- Sound literacy and numeracy skills
- Good administration skills as accuracy and attention to detail are required for record keeping
- Basic computer knowledge and skills
- Ability to organise, prioritise and manage work and tasks on a daily basis, staying calm under pressure and have a flexible approach
- Possess emotional strength, stability, maturity and resilience to care for sick and neglected animals and to be able to cope with euthanasia
- Willingness to undertake routine tasks

Person Specification - Animal Welfare Assistant

Criteria	Essential	Desirable
Experience and Job Knowledge	<p>Experience of working with the general public</p> <p>Experience of working to set procedures and following instructions</p> <p>Experience working as part of a team</p>	<p>Animal related qualification/s (i.e. NVQ L2 in animal care)</p> <p>Experience of domestic animal care and husbandry gained from working in the animal care/welfare sector</p> <p>Administration experience</p>
Skills & Competencies	<p>Competent oral and written communication skills</p> <p>Ability to work in a physically and demanding role under pressure</p> <p>Good attention to detail</p> <p>Ability to remain professional in emotionally stressful situations</p>	<p>Understanding of animal health</p> <p>Proficient in assessing animals and potential re-homers' suitability</p> <p>Proficient in the use of IT software packages</p>
Personal Qualities	<p>Hardworking & reliable</p> <p>Excellent interpersonal skills</p> <p>Flexible</p> <p>Good organisational skills</p> <p>Highly motivated</p> <p>Work on own initiative</p> <p>Focussed</p>	
Additional requirements	<p>Working a roster which involves frequent weekend & Bank Holiday working</p> <p>Participate in Charity events</p> <p>Full UK Driving licence</p> <p>Commitment to animal welfare</p>	