

Role Outline - Volunteer Kennel Assistant

Volunteer Role:	Volunteer Kennel Assistant
Charity:	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
Location:	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
Reports To:	Animal Care Manager (ACM)/duty manager or nominated employee

1. Overall Purpose of the Role

To assist the animal care team in providing care for dogs housed at the centre, ensuring all relevant cleaning, care and administrative procedures are maintained

2. Principal Responsibilities

General Animal Care

To support the Animal Care Assistants (ACAs) working on the kennel blocks and assist with the care of dogs currently resident on site, this may include the following volunteer activities:

- To handle and restrain animals
- To support ACAs and volunteer dog walkers with dog exercise and out of kennel activities
- To support ongoing animal training
- To assist staff in undertaking animal feeds
- To help socialise animals (this may include walks, off lead activity, home familiarisation exercises) and complete relevant out of kennel/pen activity records
- To undertake coat care and grooming as required
- To assist staff with the completion of daily animal observations records

Animal Rehabilitation

- To contribute to the development and implementation of both generic and individual dog training plans
- To prepare and provide appropriate environmental enrichment for animals in care
- To follow agreed behavioural modification plans and report any behavioural concerns
- To ensure animal centre routines (e.g. Open Paw) are followed
- To assist with the inspection and/or treatment of animals by veterinary surgeons, or other authorised persons at the centre

Customer Care

- To treat customers in a polite, friendly, positive and helpful manner
- To refer any customer complaints to the Animal Care Manager (ACM)/duty manager

Cleaning & Hygiene

- To thoroughly clean, disinfect and maintain animal accommodation, exercise areas, food preparation, laundry, storage and treatment facilities
- To follow all biosecurity procedures in place at the centre & follow guidance from the RSPCA's veterinary department

Feeding & Watering

- To help with the preparation and distribution of food & water to resident animals, observing any specific nutritional requirements for the individual animal as communicated by the animal care team

Maintenance

- To report any faulty or damaged accommodation or equipment to the animal care manager/duty manager

Observation, Reporting and Record Keeping

- To report any signs of ill health, injuries or abnormalities to the animal care team and ensure such information is passed to the ACM/duty manager
- To ensure that the allocated out of kennel/pen activities are completed and recorded with observations logged
- To maintain records, registers and statistics as required by management

Security

- To ensure that the centre buildings and exercise areas are secured when entering/leaving premises
- To keep kennels/pens, exercise runs and general animal areas secure when animals are present to prevent accidents and possible escapes

Health & Safety

- To complete all relevant health & safety training, including online training modules

While at work staff & volunteers are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed.
- To cooperate with all Branch and Society policies and procedures for health & safety
- To report any health and safety concerns to the ACM/duty manager

General

- To attend volunteer meetings and undertake volunteer training courses (online and face-to-face) as required

3. Role Context

- Work is assigned by the ACM/duty manager or nominated employee
- Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society's veterinary guidelines and other relevant RSPCA policies, procedures and advice
- Volunteers are supported by the ACM/duty manager or nominated employee

4. Training & Support

- Training in the specific role will be provided as part of the volunteer induction process
- All volunteers are required to undertake basic online Health & Safety (H&S) training as part of the volunteer induction process: this is a requirement of our insurers and upon completion ensures the volunteer is covered by our insurance provider (n.b. we can facilitate access to online training if you are otherwise unable to access the course)
- Volunteers are encouraged to sign up for the Learning Hive (the RSPCA's online training facility), which gives them access to a range of RSPCA training courses, including RSPCA standard procedures training

5. Additional Information

- Volunteers may, on occasion, be asked to assist staff & volunteers with other activities at the centre
- The role may involve the lifting and carrying of heavy items

(n.b. this role outline is a statement of the volunteer role as of February 2025. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

Person Specification

Volunteer Role: Volunteer Kennel Assistant

Requirements	Essential	Desirable
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English NVQ Level 2 in Animal Care (or equivalent proven knowledge & experience) RSPCA Standard Procedures
<i>Experience</i>	Experience of owning and caring for dogs Experience of animal handling including, but not limited to, dogs	Previous experience as a volunteer Previous experience in the charitable sector Experience of working with the general public and/or in a customer care environment Experience of dog training & an understanding of canine behaviour
<i>Special Skills & Knowledge</i>	Good oral and written communication skills. Good interpersonal skills including the ability to communicate at all levels Proven ability to work under direction but equally able to use their own initiative Proven ability to prioritise workload	Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice Understanding of the need for confidentiality and ability to observe GDPR (data protection) requirements Basic knowledge of health and safety regulations Additional training in: <ul style="list-style-type: none"> • animal handling • animal first aid • grooming & coat care
<i>Personality & Disposition</i>	Demonstrable willingness to learn and acquire new skills through training Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm A flexible and collaborative approach to colleagues both staff and volunteer Honest, trustworthy and reliable	Ability to remain calm under pressure
<i>Special Circumstances</i>	Sympathy for animal welfare and the work of the RSPCA	Willingness to assist in the animal centre when necessary Ability to work on the volunteer rota including some weekends Willingness to cover extra volunteer shifts when possible