



# RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

## **JOB DESCRIPTION**

<b>Post:</b>	Animal Care Assistant (ACA)
<b>Employer:</b>	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
<b>Location:</b>	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
<b>Reports To:</b>	Animal Care Manager (ACM) (n.b. in the absence of the ACM the postholder will report to the assigned duty manager [normally the Fostering Coordinator])
<b>Responsible For:</b>	N/A

### **1. Overall Purpose of the Job**

Provide care for animals in the centre and support for those animals in foster care, establish good customer, supporter and volunteer relations, ensure administrative procedures are maintained.

### **2. Dimensions**

Branch targets and budgets are agreed on an annual basis and these will inform the personal targets agreed at the annual performance review. Progress towards personal targets will be reviewed at regular one-to-one meetings with the line manager.

### **3. Principal Responsibilities**

#### *General Animal Care*

To have responsibility for the assigned animal areas and support management, staff and volunteers attend to the needs of individual animals, including:

- Handling and restraint
- Exercise & training
- Coat care / grooming
- Routine health checks including: monitoring of physical condition, patterns of behaviour, worming and flea control.
- Administration of first aid, treatments and medications as directed.
- Assist with humane destruction of animals, including carcass disposal.
- Complete daily observations, out of kennel activities on a daily basis & muzzle training, life skills, behaviour and welfare assessments, animal meet forms etc as required.

### *Observation & Reporting*

- To assist with the inspection and or treatment of animals by veterinary surgeons, or other authorised persons at the centre.
- To carry out checks on animals, including the taking of temperatures and inspection of eyes, ear, nose and throat for signs of infection or abnormality. Reporting any such abnormalities to the ACM or duty manager.

### *Feeding & Watering*

- To prepare and provide food and water for all animals in the establishment following instructions as laid down by management.

### *Cleaning & Hygiene*

- To clean, disinfect and maintain animal accommodation, isolation and exercise areas; food preparation, laundry, storage, treatment and destruction facilities. Reception, offices stores, staff facilities including toilets and outside areas to the standards set by management.
- To follow all biosecurity procedures in place at the centre & follow guidance from the National Society's Veterinary department.

### *Dog Training & Rehabilitation*

- To ensure dogs receive training, allotted out of kennel activities and suitable species specific enrichment.
- To contribute to the development of individual animal training plans.
- To ensure that all behaviour modification & training plans are in place for individual animals and that these are observed.
- To ensure centre routines (e.g. Open Paw) are followed.
- To work with & follow guidance from the National Society's behaviour team.

### *Cat and Rabbit Care*

- To ensure that all cats and rabbits are provided with suitable species specific enrichment.
- To contribute towards the development of any individual behaviour modification plans.
- To ensure that all behaviour modification plans are in place for individual animals and that these are observed.
- To ensure centre routines are followed and the welfare of the animals are a priority and any risks are managed following the protocols in place.
- To work with & follow guidance from the National Society's behaviour team.

### *Animal Fostering*

- To support members of the fostering team, including training and support for voluntary foster carers as directed by centre management and the fostering coordinator
- To assist with the transfer of animals to and from foster care as directed by the centre manager or fostering coordinator.

### *Administration & Record Keeping*

- To maintain records, registers and statistics as required by management
- To use a variety of software packages including MS Word, MS Excel, Google Docs and Google Sheets.

- To support management in the updating of animal records on Animal Shelter Manager (ASM).
- To ensure case animal records are maintained to the appropriate standard.
- To assist with ordering, storage and stock rotation.
- To undertake tasks which contribute to the promotion of animals for adoption on the Branch website or via social media.

#### *Customer Care*

- To support management and the animal care support assistants (ACSA) in attending to the needs of clients/customers/general public whether face-to-face or via telephone/email.
- To liaise with colleagues in other departments, RSPCA trustees and volunteers as directed.

#### *Health & Safety*

While at work staff 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 centre, branch and Society policies and procedures for health & safety

#### *Security*

- To make sure the buildings and exercise areas are secure, check before work commences and when work finishes.

#### *Maintenance*

- To report any faulty equipment, lighting, heating, ventilation, equipment etc. to the appropriate authority within the establishment. Periodic interior decoration of buildings.

#### *General*

- To drive the Branch vehicles when required.
- To attend meetings and training courses as required.
- To undertake such other duties as directed from time to time by the animal care manager or senior management.

#### **4. Job Context**

- Work is assigned by the animal care manager or the duty manager acting in the absence of the ACM
- 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.
- Work is assessed through regular one-to-one meetings and annual performance reviews with targets set by the animal care manager.
- The role is a non-management direct animal care role within the animal care team.

**5. Additional Information**

- The postholder may be required to drive the centre vehicle on Branch business as directed by the animal care manager.
- The postholder may on occasion be required to open and/or close the centre in the absence of the ACM or duty manager.
- The role will include regular weekend working and may, on occasion, involve some unsocial hours.

(n.b. this job description is a statement of the job as of September 2021. It should not be seen as precluding future changes that may be deemed necessary by senior management or the trustees)

# Person Specification

**Post:** Animal Care Assistant (ACA)

<i>Requirements</i>	<i>Essential</i>	<i>Desirable</i>
<i>Education &amp; Training</i>	<p>GCSE in Maths &amp; English (or equivalent)</p> <p>NVQ Level 2 in Animal Care (or equivalent proven knowledge &amp; experience)</p>	<p>NVQ Level 3 or above in Animal Care (or equivalent)</p> <p>RSPCA Standard Procedures</p>
<i>Experience</i>	<p>Minimum 2 years demonstrable experience in animal handling</p> <p>Proven knowledge and experience in animal behaviour, training and animal husbandry as it relates to dogs, cats and rabbits</p> <p>Demonstrable experience of domestic animal care and husbandry from working in an animal care/animal welfare environment</p>	<p>Previous experience in the charitable sector</p> <p>Experience of working with volunteers</p> <p>Experience of working with the general public and/or in a customer care environment</p>
<i>Special Skills &amp; Knowledge</i>	<p>Good oral and written communication skills.</p> <p>Good interpersonal skills including the ability to communicate at all levels</p> <p>Basic IT skills (ideally with demonstrable experience in Google Docs/Sheets), use of email and social media</p> <p>Proven ability to work under direction from superiors but equally able to use their own initiative</p> <p>Proven ability to prioritise workload</p>	<p>Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice</p> <p>Additional training in:</p> <ul style="list-style-type: none"> <li>● animal handling</li> <li>● animal first aid</li> </ul> <p>Some basic knowledge of health and safety regulations</p>

<p>Personality &amp; Disposition</p>	<p>Demonstrable willingness to learn and acquire new skills through training</p> <p>Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm</p> <p>A flexible and collaborative approach to colleagues both staff and volunteer</p> <p>Honest, trustworthy and reliable</p>	<p>Ability to remain calm under pressure</p>
<p>Special Circumstances</p>	<p>Sympathy for animal welfare and the work of the RSPCA</p> <p>Full valid UK driving licence</p> <p>Willingness to work longer than the contracted hours when the job demands</p> <p>Ability to work shifts including regular weekend working</p>	<p>Willingness to drive the centre vehicle</p> <p>Ability to participate in an emergency on call rota and act as key holder should the need arise</p>