

**Position Title:** Animal Care Assistant  
**Position Number:** A015 - 29, A031, A033, A035  
**Department:** Animal Welfare  
**Section(s):** Reception, Kennels, Cattery, Wildlife, Vet Clinic  
**Award:** Animal Care and Veterinary Services Award 2010  
**Award Level/Salary Range:** Level 1

**Approval**

**Signature of CEO:** *Signed copy on file*

**Approval Date:** 2 July 2014

**Date of Effect:** 2 July 2014

## POSITION OBJECTIVES

- To provide care for the animals resident in the shelter.
- To provide front line customer service to members of the general public.

## DUTIES AND RESPONSIBILITIES

### Animal Care

- Ensure all animals are provided with food, water, daily exercise and appropriate living conditions.
- Monitor the health and well-being of the animals in your care.
- Carry out environmental enrichment programs as detailed by senior staff. Perform daily cleaning routines including sanitation of the enclosures and surrounding areas according to endorsed internal policies and procedures.
- Under the direction of the A011 Senior Behavioural Trainer assist, if required, with training and behaviour modification of animals in your care.
- Provide advice to potential purchasers of animals about those most suited to their circumstances.

### Customer Service and Reception

- Act as a first point of contact for visitors to the shelter.
- Maintain appointment register for surrenders and vet clinic etc.
- Process and support adoptions and sales in the Reception area including ingoing and outgoing animals.
- Check for existing client/patient records and maintain or create new client/patient records as necessary.
- Prepare patient admission and discharge documentation.
- Recognise and report emergency situations
- Comply with clinic policy, work safety and legislative requirements when selling or dispensing veterinary prescribed products to clients.
- Notify clients and appropriate staff of next day's surgery.
- Liaise with staff within the organisation in relation to vet checks, surgeries and other matters.

- Send out vaccination reminders and monthly statements.
- Deliver mail to administration building for posting.
- Maintain inventory of office supplies.
- Point of sale duties including cash handling and end of day settlement and processing.
- Ensure that the Reception area is clean and tidy at all times.
- Ensure that all supplies and equipment are maintained in the consultation rooms.
- Maintain point of sale displays.
- Assist with stock management.

### **Other Duties**

- Assist with other activities of RSPCA ACT such as fundraising and public relations.
- Carry out other duties as assigned and directed by senior staff in the allocated section.

### **ORGANISATIONAL RELATIONSHIP**

- The occupants of the positions report directly to N012 Animal Care Manager or N011 Customer Service Manager depending on the allocated section.
- The occupants of the positions take direction from the senior staff in the allocated section.

### **FINANCIAL DELEGATIONS AND AUTHORITIES**

- Nil

### **QUALIFICATIONS & PERSONAL ATTRIBUTES**

#### **Qualifications & Experience**

##### *Essential*

- At least one year's employment experience, preferably in a customer service oriented field.
- Ability to understand and follow policies and processes.
- Experience in handling and caring for animals.
- Computer and office skills.

##### *Desirable*

- Experience with not-for-profit organisations.
- Sound understanding or ability to acquire understanding of and commitment to EEO and OHS principles and practices.

#### **Personal Attributes**

- Good interpersonal skills, including the ability to interact with a diversity of individuals from both within and outside RSPCA ACT.
- High degree of motivation and demonstrated ability to work well as part of a team, but also to work independently, with minimum supervision when required.
- Organisational skills; ability to work under pressure, prioritise work and to meet set deadlines.
- Attention to detail and a high level of accuracy.

- Ability to establish and maintain confidentiality in dealing with issues of a sensitive nature.
- Honest and reliable and willing to take direction.

## **CONDITIONS OF EMPLOYMENT**

- Detailed conditions of employment are set out in the occupant's letter of engagement, the award and any other document referred to in relevant industrial relations laws.
- Approval for overtime must be given by N001 Chief Executive Officer or the N002 Director of Support Services prior to being worked.
- Travel within Australia may be required from time to time.

## **WORKING ENVIRONMENT AND RSPCA EXPECTATIONS**

- There is a possibility of exposure to
  - infectious organisms
  - animal waste
  - allergens
  - chemical materials requiring Work Health Safety Data Sheets
  - hostile persons
  - vicious animals.
- You need to be willing to work weekends and public holidays.
- You will be expected to maintain a neat and well groomed personal appearance.
- From time to time you may be required to attend staff training sessions and staff meetings.
- You must demonstrate a commitment to maintaining a safe and healthy site environment for staff, clients and visitors.
- You will be expected to implement and promote the policies and positions of RSPCA.
- You need to demonstrate cooperative work practices and make a contribution to a positive culture.
- You will need to be physically able to clean and lift up to 20 kgs.

## **SELECTION CRITERIA**

1. Outline your previous employment experience, including previous work in a customer service oriented field.
2. Provide examples of your experience in animal care and handling.
3. Please write a statement explaining why we should employ you. To assist in preparing your statement, some things we would like to know about you are: why you want to work for us, your teamwork and people skills, how you have shown initiative, and how you communicate effectively with others.

## DOCUMENT CONTROL

Version Number: 1.0

Future Review Date: July 2015

### History

Date	Title	Notes
2 July 2014	Animal Care Assistant	In line with the organisational restructure the Behavioural Trainer position and the Vet Reception position have been absorbed into the Animal Care Assistant position.