



York, Harrogate & District Branch

Registered Charity No. 232222

Animal Care Assistant Recruitment Pack



Animal Care Assistant

The RSPCA York Harrogate & District Branch:

The RSPCA in York, Harrogate and District is a separately registered charity although we are supported by and work in partnership with the RSPCA National Society. We are primarily self-funding and the money we spend in York is raised in York and Harrogate and surrounding areas. The RSPCA has been helping animals and their owners in York since 1864.

The York Animal Home looks after 30 dogs, 24 cats as well as many small furies and birds, at any one time. Many of our animals are brought to us via national RSPCA inspectors who have rescued them from dangerous and abusive situations. We rehabilitate and rehome around 500 animals each year. We also operate a small wildlife unit houses hedgehogs and feral birds which are released back to the wild when they have been brought back to health.

Purpose:

Our team of Animal Care Assistants provide frontline care for all of the animals at the York Animal Home, and make sure they are well looked after for until they're rehomed. You will get to work with a range of different animal, from cats and dogs right through to rabbits and rats - so each day will be different from the next.

The job is much more than just walking dogs. Animal Care Assistants carry out essential daily tasks such as feeding, cleaning, exercise, grooming and socialising along with things like performing health checks and giving medical treatments. The Animal Care Assistants are also responsible for ensuring animal records are accurate and up to date.

You will also play a key part in the rehoming process by working with the animals, carrying out behavioural observations and developing training plans so that we have a good understanding of the animal's needs in order to match them to the perfect home.

Animal Care Assistants also get involved in other elements of the charities work too, from appearing in the local press to help with rehoming appeals, running the social media channels and helping out with fundraising events.

It's a demanding job, but one where you get to make a real difference to the animals that need it most.

Salary: £10.90 per hour

Hours of Work: 37.5 hours/5 days per week (7.5 hours per day)

The post will involve weekend work and working on a rota which may change depending on organisational needs.

Place of Work: Your place of work will be the York Animal Home – Landing Lane,
York, YO26 4RH.

Benefits: 28 Days per year holiday & All Public Holidays

Duration of Post: Permanent, subject to a satisfactory 12 month probation period and passing required training courses.

Reporting to: Animal Centre Manager

Application forms: should be returned, marked Private and Confidential, to Ruth McCabe, via email to ruth@rspca-yorkhome.org.uk

Contact: For an informal conversation regarding this role, please contact Ruth McCabe, Animal Centre Manager on ruth@rspca-yorkhome.org.uk.

Closing Date: Recruitment Ongoing

Interview Date: Interviews will be carried out in person as the York Animal Home and candidates contacted regarding interview dates upon successful application

Commencement Date: Immediately

Key Duties:

- Assist with the preliminary assessment, ongoing inspection and or treatment of animals by a Veterinary Surgeon, or other authorised person at the Centre.
- Carry out checks on animals, including the taking of temperature and inspection of eyes, ears, nose and throat for signs of infection or abnormality, reporting any abnormalities to the appropriate manager at the Centre.
- Identify a suitable diet, prepare and provide food and water for all animals in the establishment.
- Attend to the needs of the animals, including exercise, 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 carcass disposal.
- To carry out routine animal behaviour monitoring/assessment prior to rehoming and to design and implement behavioural training plans where needed. To keep managers informed on the progress/outcome of behavioural plans and to raise any cause for concerns.
- Complete documentation and maintain computerised records relating to the acceptance and release of animals.
- Clean, disinfect and maintain to a standard of cleanliness set by management, animal accommodation, isolation and exercise areas; food preparation, laundry, storage, treatment and in some instances destruction facilities, reception, offices, stores, staff facilities including toilets and outside areas. Ensure buildings/exercise areas are secure at all times.
- Attend to the needs of the client/customer/general public, face to face or via the telephone regarding animals at the centre and to undertake initial assessment of an animal and prospective adopter's suitability to one another. To provide post adoption advice to clients.
- Liaise with colleagues in other departments/RSPCA Branches and contribute to the training and support of voluntary helpers/work experience students.
- Assist with ordering, stock rotation, presentation, sales and stock taking. Operation of the cash register and the safe receipt of money. Maintaining daily cash records as directed. Maintain/monitor daily animal records and general administrative duties.
- Participate in fundraising initiatives and events.
- To undertake other duties as required by the Animal Centre Manager or Animal Welfare Supervisors. Other tasks undertaken by the jobholder may include, for instance:
 - 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 clients.
 - Implanting of microchips and completion of microchip records.
 - Assisting with animal promotional initiatives.

- Taking temporary care of wildlife accepted into the Centre pending transfer.
- Writing adoption write ups and taking photos, for use on kennel cards/rehoming website.

General Duties:

- Adhere to the organisation's charitable objectives which are to promote kindness and prevent cruelty to animals.
- Understand and comply with the organisations Code of Conduct.
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with all organisational policies and procedures.
- In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the charity.

Person Specification

Animal Care Assistant

| | Essential | Desirable |
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| Professional & Technical Qualifications | <ul style="list-style-type: none"> GCSE's or equivalent qualifications. | <ul style="list-style-type: none"> NVQ Level 2 in Small Animal Care |
| Experience | <ul style="list-style-type: none"> A demonstrated genuine interest in animal care/welfare. Experience of working in a team environment. | <ul style="list-style-type: none"> Experience of domestic animal care and husbandry from working in the animal care/welfare industry. Experience of working with the general public. |
| Skills & Competencies | <ul style="list-style-type: none"> A good communicator with strong customer care skills. Sound literacy and numeracy skills. A strong team player. The ability to multi-task on a daily basis. IT literacy, enabling the completion of documentation and maintenance of computerised records. | |
| Personal Qualities | <ul style="list-style-type: none"> A flexible approach to work. The ability to remain calm under pressure. The ability to work with minimal supervision at times. A positive approach to day to day activities. | |
| Special Circumstances (If Any) | <ul style="list-style-type: none"> Full, current driving licence. | |