



## RSPCA (Victoria)

### Position Description

<b>Position Title</b>	Inspector
<b>Reports To</b>	Team Leader
<b>Department</b>	Inspectorate
<b>Classification</b>	Band 3
<b>Incumbent</b>	TBC

#### Purpose of the RSPCA

The RSPCA is a volunteer-based, publicly funded charity established to provide both the intellectual and practical capability to care for and protect animals. The organisation, and its role and profile, has grown significantly in recent years. The status of the RSPCA and of RSPCA (Victoria) in particular, as the most relevant, valid and significant animal welfare body is valued and must be maintained.

RSPCA (Victoria) has continually enhanced its capacity to care for and protect animals in recent years through its animal care, rehabilitation and adoption centre; regional networks; and rapid response to an increasing number of animal welfare and cruelty prevention issues in our community.

#### Position Purpose

Provide a wide range of animal welfare and cruelty prevention services to the community to improve the levels of care, husbandry, protection and treatment of animals. This includes investigating animal welfare and cruelty complaints, offering qualified and timely advice, providing care to animals in need, conducting inspections of animal business premises, enforcing relevant legislation, facilitating legal actions for offences, and positively promoting RSPCA values within the community.

RSPCA (Victoria) is an organisation with multiple sites and statewide service provisions. This position will be required to regularly travel throughout Victoria and may be deployed to a variety of locations for Inspectorate operational activities and to support other Operational activities.

#### Accountabilities

- Promote RSPCA's values and improve animal welfare within the community by educating and influencing the general public and animal owners about appropriate animal care and legislative responsibilities providing high quality advice, education, guidance, and referral to other appropriate agencies where required within the framework of RSPCA policy, legislation and codes of practice pertaining to animal welfare.

- Support RSPCA (Victoria) in positioning itself as a leading organisation in the provision of high quality and timely Inspectorate services by effectively managing and responding to animal welfare and cruelty reports, carrying out inspections, and providing assistance and care for animals that are sick, injured, distressed or in at risk situations to successfully prevent and/or resolve animal welfare issues and breaches of legislation. This also includes supporting RSPCA (Victoria) in undertaking emergency management responsibilities.
- Assist community adherence of animal welfare policy and increased prevention of cruelty to animals by enforcing relevant legislation and facilitating timely prosecutions for offences including such things as gathering and recording of evidence, obtaining statements from witnesses, conducting formal interviews with offenders, preparing and issuing legal directions, conducting searches and seizures, evaluating information and evidence, preparing prosecution briefs and presenting at court and giving evidence as required.
- Ensure effective case management by keeping records up-to-date through log books, data entry and effective note-taking.
- Increase the reputation and image of RSPCA (Victoria) as the premiere animal care and protection agency by safely and professionally performing the Inspector role in diverse and challenging environments and in circumstances that are both physically and emotionally demanding as well as being able to work effectively in inclement conditions and successfully manage highly emotive situations.
- Maximise the effectiveness of RSPCA (Victoria) services by positively representing the organisation in a variety of public forums including educational, media, and promotional activities, and building and maintaining positive relationships and partnerships internally and with other relevant agencies.
- Enhance the ability of the Inspectorate Unit to achieve its strategic directions through the business planning and budgetary framework by ensuring accurate and timely recording of information into case management systems, reporting on operational activities, identifying opportunities and providing recommendations for improvement, and contributing to the development and implementation of service enhancements consistent with the organisation's strategic plan.

## Core Capabilities

#	Core Capabilities	Demonstrated Level
CO 4	<b>Problem Solving</b> - The ability to break down problems, assess and interpret options and use research, experience and judgement to develop sound and timely solutions.	Advanced
CO 5	<b>Results Focus</b> - The drive and resilience to consistently achieve quality results.	Advanced
CO 6	<b>Operational Improvement</b> - The ability to improve the effectiveness and efficiency of processes and to find establish improved ways to perform existing tasks.	Competent
CO 9	<b>Impact and Influence</b> - Ability to sense and analyse situations and formulate strategies that create sustainable value for the organisation.	Competent

## Organisational Context

The RSPCA's future development as the leading animal welfare organisation in Victoria, providing enhanced advocacy, policy, education and services to the community is dependent on forging new relationships, and engaging a range of potential partners in new and different ways. This role requires a flexible and solution-focused approach with the ability to provide a high level of customer service, internally and externally and to balance competing demands in supporting this area towards achieving the organisation's goals.

## Organisational Relationships

## Internal

- Reports directly to the Team Leader, keeping them abreast of workload, case progress, operational matters, and identification of opportunities for process or service improvement.
- Provides support to other members of the Inspectorate team.
- Provides guidance, coaching and support to probationary Inspectors.
- Strong liaison and partnership with the Operations team to ensure integrated service delivery.
- Strong liaison with other Departments of RSPCA (Victoria) including the Development team and the Education team to enhance Inspectorate services and promote the RSPCA's visions and values in the community.
- Provides support and advice to Regional Advisors and Shelter Supervisors in the regional areas to ensure the RSPCA provides quality care across the state within corporate and statutory guidelines.

## External

- Intelligence Analyst and Prosecutions Coordinators at Victoria Police.
- Provides advice, guidance and education to members of the community in relation to animal husbandry, welfare and prevention of cruelty.
- Liaises with Government Authorities and private institutions, organisations and individuals involved in animal welfare, care, management, and enforcement.
- Liaises with media under the direction of the RSPCA (Victoria) Prevention Programs team.
- Contributes to the development of legislative improvements and RSPCA (Victoria) animal welfare policy.

## Extent of Authority

- Role often operates autonomously in the field with the ability to refer to the Team Leader as required.
- Acts within the RSPCA policy, procedures, and relevant legislation and codes of practice.
- Carries out duties in accordance with authorisations issued by relevant Government Authorities.

<b>Prepared by:</b> Head of Inspectorate	<b>Date:</b> January 2018
<b>Approved by:</b> Head of People and Culture	<b>Date:</b> October 2016