

Position Description

POSITION DETAILS	
Position Title	Animal Care Supervisor (Burwood East)
Position Classification	Band 3
Department & Business Unit	Operations, Animal Care
Manager	Animal Care Manager
Organisational Context	<p>RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation.</p> <p>Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.</p>
Position Purpose	The Animal Care Supervisor (Burwood East) is responsible for providing leadership and support for employees and volunteers in the provision of day to day care of animals and contributing to the achievement of the best possible welfare outcome for every animal in our care.

POSITION RESPONSIBILITIES

- Manage, lead, train and develop a large team of staff and volunteers to the highest levels of performance, engagement and job satisfaction;
- Contribute to the development and implementation of the Animal Care and Operations business plan to deliver the required performance outcomes in accordance with broader organisational goals, and within budget;
- Provide leadership and support in the daily management of the Burwood East Animal Care site, ensuring that all animals in our care achieve the best possible welfare outcomes within the shortest possible timeframes.
- Develop and implement strategies to reduce the length of stay of animals in our care and improve animal welfare outcomes, including taking ownership of the end to end lifecycle of animals in our care and seeking expert advice and decisions from the Vet and Rehabilitation teams as required.
- Ensure the consistent application and understanding of RSPCA Victoria standard operating procedures across the Burwood East shelter, in accordance with good animal welfare practices, contractual and legislative requirements.
- Ensure that each team has the required resources and capability to deliver their objectives effectively, in accordance with the agreed workforce plan, budget and staff to animal ratio.
- Address any issues from the Burwood East Animal Care Team or respective sites in a timely and transparent matter, including liaising with other teams in the organisation to seek appropriate resolutions for these issues.
- Lead and contribute to a positive and inclusive work environment by effectively communicating and



working collaboratively with team members and peers across all departments, and consistently role modelling the RSPCA Victoria values and associated policies;

- Ensure a safe working environment whereby employees and volunteers perform their duties safely and adhere all WH&S policies and procedures, including responsibility for undertaking investigations and corrective actions to reduce the risk and likelihood of incidents occurring.

POSITION CAPABILITIES

Capability	Level	Description
People Leadership	Direction & Support	Is approachable, listens and effectively communicates and collaborates, enabling the team to achieve tasks and responsibilities.
Activity & Results Focus	Results & Initiative	Brings plans to life and ensures goals are met or exceeded where possible.
Knowledge & Communication	Adds Clarity	Provides personal expertise and relevant information to enable sound evidence-based decision making.
Relationships	Builds & Maintains	Build and maintain positive relationships across RSPCA Victoria, with a focus on achieving organisational goals.
Personal Leadership	Walks the Talk	Role models RSPCA Victoria's values, self-aware, seeks feedback and is open to new ideas and opportunities.
Technical	Animal Handling and Behaviour	Effectively work with and support others to work with animals to provide quality care, enrichment, hygiene and husbandry to contribute to the best possible welfare outcomes for animals in our care.
	Animal Health and Rehabilitation	The ability to accurately observe, report and support animals to receive appropriate care and rehabilitation, including disease recognition and adhering to the required standard operating procedures to ensure infection and disease control.
	Shelter Operations	Manage, understand and ensure adherence to all relevant standard operating procedures to ensure work practices are consistent with the Code of Practice and other organisational and legislative requirements. Ensure the delivery of required performance outcomes of the shelter in accordance with broader organisational goals and contribute to community and local government engagement activities to enhance the reputation of RSPCA Victoria.

POSITION REQUIREMENTS

Required	<ul style="list-style-type: none"> • Previous experience leading and managing a diverse and geographically dispersed team. • Previous experience in the animal welfare sector, including extensive knowledge of animal anatomy, behaviour, disease recognition and safe handling. • Strong knowledge and understanding of good animal welfare practices and requirements under shelter related legislation and codes of practice. • Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion to the animals in our shelter. • Demonstrated experience working collaboratively in a team environment.
Highly Regarded	<ul style="list-style-type: none"> • Formal qualifications in shelter medicine, animal care or behaviour is highly regarded.



**Recruitment
Requirements**

- Position requires a current and valid driver's license.
- Current Employee Working with Children's Check (WWCC).
- Current tetanus vaccination.

