

## Position Description

POSITION DETAILS	
<b>Position Title</b>	Animal Attendant
<b>Position Classification</b>	Level 1
<b>Department &amp; Business Unit</b>	Operations, Animal Care
<b>Manager</b>	Animal Care Team Leader
<b>Organisational Context</b>	<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>
<b>Position Purpose</b>	The Animal Attendant is responsible for the provision of day to day care of animals in shelters operated by RSPCA Victoria, contributing to the achievement of the best possible welfare outcome for every animal in our care.

POSITION RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Contribute to the daily management of animals of any species and across all parts of the shelter in a professional and caring manner;</li> <li>• Observing, documenting and reporting health and behaviour concerns of animals in our care, and supporting Veterinarians when required;</li> <li>• Providing a high level of service to customers in the adoption, surrender and reclaiming of animals to enhance the reputation of RSPCA Victoria within the local community;</li> <li>• Ensure all necessary documentation relating to the management of animals are recorded accurately and in accordance with RSPCA Victoria procedures and timeframes;</li> <li>• Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with peers across all departments, and consistently behaving in accordance with the RSPCA Victoria values and associated policies;</li> <li>• Takes reasonable care for the safety of oneself and others, whilst contributing to safe work practices at RSPCA Victoria by knowing and complying with all WH&amp;S policies and procedures.</li> </ul>



POSITION CAPABILITIES		
Capability	Level	Description
People Leadership	Active Contribution	Supports their team and actively contributes to the achievement of team goals.
Activity & Results Focus	Quality, Safety & Detail	Works in an organised and efficient way to achieve aims and provides feedback on safety and process improvements.
Knowledge & Communication	Listens & Shares	Communicates factual and relevant information at the right time and asks questions to gain clarity before acting.
Relationships	Respectful & Cooperative	Maintain respectful, cooperative relationships within teams and others in line with our values and team goals.
Personal Leadership	Resilience, Wellbeing & Growth	Consistently acts in accordance with RSPCA Victoria's values; Maintains personal wellbeing and resilience; self-aware, open to feedback, displays a willingness to grow and change.
Technical	Animal Handling and Behaviour	Effectively work with animals to provide quality care, enrichment, hygiene and husbandry including interpreting and conducting behaviour assessments (where appropriate) 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	Understands and adheres to all relevant standard operating procedures to ensure work practices are consistent with the Code of Practice and other organisational and legislative requirements.

POSITION REQUIREMENTS	
Required	<ul style="list-style-type: none"> <li>• Previous experience in an animal care role is highly desirable, including basic knowledge of animal anatomy, behaviour, disease recognition and safe handling;</li> <li>• Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion to the animals in our shelter;</li> <li>• Demonstrated experience working collaboratively in a team environment;</li> <li>• The ability to work rotating rosters including weekends and public holidays.</li> </ul>
Highly Regarded	<ul style="list-style-type: none"> <li>• Holds or is willing to complete a Certificate II in Animal Studies (or equivalent) will be highly regarded.</li> </ul>
Recruitment Requirements	<ul style="list-style-type: none"> <li>• Current and valid driver's license (preferred, however not essential)</li> <li>• Current tetanus vaccination.</li> </ul>

