

Position Description

POSITION DETAILS	
Position Title	Animal Care Team Leader
Position Classification	Level 3
Department & Business Unit	Operations, Animal Care
Manager	Animal Care Supervisor (Metro)
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 Team Leader is responsible for leading a team of employees and volunteers in 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

- Manage, lead and develop a team of staff and volunteers to the highest levels of performance, engagement and job satisfaction.
- Provide leadership and support in the daily management of the relevant Animal Care centre, ensuring that all animals in our care achieve the best possible welfare outcomes within the shortest possible timeframes.
- Support the implementation of 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 metropolitan shelters, in accordance with good animal welfare practices, contractual and legislative requirements.
- Ensure that the 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 Animal Care team or respective site in a timely and transparent matter, including liaising with other teams in the organisation to seek appropriate resolutions for these issues.
- 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;
- Provide education, support and guidance to team members and colleagues regarding the application standard operating procedures to fulfil organisational and legislative requirements in the management of



RSPCA Victoria shelters;

- Takes reasonable care for the safety of oneself and that of their team, whilst contributing to safe work practices at RSPCA Victoria by knowing and ensuring adherence to all WH&S policies and procedures.

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 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"> • Previous experience in a people leader role is highly desirable. • 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. • The ability to work rotating rosters including weekends and public holidays.
Highly Regarded	<ul style="list-style-type: none"> • Holds or is willing to complete a Certificate II in Animal Studies (or equivalent) will be highly regarded.
Recruitment Requirements	<ul style="list-style-type: none"> • Position requires a current and valid driver's license. • Current tetanus vaccination.



- Current Employee Working with Children's Check (WWCC).

