



## **JOB DESCRIPTION**

**Job Title:** Animal Carer  
**Department:** Animal Operations  
**Reports to:** Animal Care Manager  
**Responsible for:** n/a

Bath Cats and Dogs Home is committed to the welfare of companion animals; to rescue, rehabilitate and re-home pets who are unwanted and far too often neglected or mistreated and to promote responsible pet ownership through education.

All staff are committed to deliver first class customer care to all visitors and supporters (throughout daily activities) in order for the Home to successfully continue to re-home animals and to have the long term support of the communities we operate within.

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### **1. Purpose of the job**

To follow all policies and procedures to ensure the highest standards of animal welfare for all animals in our care, according to Home policy not least to include the 5 Freedoms.

### **2. Principle tasks**

- Assist with the inspection and or treatment of animals by a Veterinary Surgeon, or other authorised person at the Home.
- Carry out checks on animals, including the taking of temperature and inspection of eyes, ear, nose and throat for signs of infection or abnormality, reporting any abnormalities to the Animal manager.
- Prepare and provide food and water for all animals in your care.

- Attend to the needs of the individual animals, including exercise, coat care/grooming.
- Administration of first aid, treatments and medications as directed, and to accompany animals when euthanasia decisions have been made based on behaviour assessments or medical based decisions.
- The implanting of microchips and completion of microchip records (certificated staff only).
- Clean, disinfect and maintain to a standard of cleanliness set by the Home, all animal areas not least to include accommodation, isolation and exercise areas; food preparation, laundry, storage, treatment and destruction facilities paddocks and enrichments areas.
- Ensure buildings/exercise areas are secure at all times.
- Work with volunteers/work placement students to ensure all standards set by the Home are maintained and the resource is being utilised appropriately.
- During animal matching processes to be available to make introductions with the adopter and potential animal to lead to a successful match.
- Prior to adoption, liaise with the Rehomer to provide all relevant care information relating to the animal.
- At all times use behaviour techniques provided during induction and ongoing training and development programmes.
- Be familiar with and comply with Home policies and procedures.
- To undertake other duties as may reasonably be required.
- While at work all staff are required to:
  - Take care of their own health and safety and that of others who may be affected by their acts and omissions.
  - Co-operate with Homes policies and procedures for health and safety.

### **3. Knowledge, skill and experience**

#### **a) Education qualifications:**

- GCSE English and Maths minimum level C
- NVQ Level 2 in Animal Care desirable

#### **b) Professional/Technical Qualifications/Skills:**

- Sound literacy and numeracy skills
- Good communication skills and customer care skills
- Team player
- First Aid at work /EFAW desirable
- Fire Marshall desirable

#### **c) Competence/ Experience:**

- Experience of domestic animal care and husbandry from working in an animal care/welfare environment.
- Proven customer care experience

### **SKILLS**

- Basic understanding of use of Microsoft packages particularly Excel & Word - essential
- Bespoke Software experience – ‘Anilog’ desirable

### **COMPETENCES**

#### **Planning & decision making**

- Managing change to include strategic planning and effective decision making.
- Changing and improving which could include creativity and forward thinking and influencing skills.
- Demonstrate an ability to make informed and well-judged ethical choices/decisions.

#### **Delivering Objectives**

- Commercial Awareness/Achieving Commercial Outcomes.
- Managing Customers & stakeholders.
- Task focused to include ability to prioritise, analytical and organisational skills, problem solving.

## **Personal Effectiveness/Engaging People**

- Leading and communicating.
- Individual Responsibility/Personal Awareness.
- Team Focused/Collaborative.
- Developing Others.

- Demonstrating and understanding Diversity - to include Valuing and respecting different views and ways of working, understanding the dynamics and confidentiality, and promoting a diversity of new ideas within all aspects of the Home

### **4. Organisation**

Bath Cats and Dogs Home, operated by RSPCA Bath & District Branch.

### **5. Job Context**

Work is carried out within general guidelines in accordance with the RSPCA Licensing Scheme and other relevant Branch policies and procedures. Field officer audit reports provide additional general guidance.

### **6. Additional information**

- The post holder may be required to attend training courses which will involve travel.
- The post holder may be required to drive the Home's vehicle on matters of business.