

JOB DESCRIPTION
ISPCA Animal Care Assistant

TITLE:	ISPCA Animal Care Assistant
REPORTS TO:	ISPCA Centre Manager
LOCATION:	National Animal Centre, Derryglogher, Keenagh, Co Longford
HOURS:	Fulltime 08:30am – 5:30pm (based on a seven day rostered system) Time flexibility and travel required occasionally Evening work expected occasionally
CONTRACT TYPE:	Permanent
DOC:	August 2017

About:

The ISPCA is Ireland's largest national animal welfare charity, and represents 18 affiliated member societies across Ireland. Together the ISPCA and our members, rescue, rehabilitate and responsibly rehome thousands of animals of many different types each year. Our role is to prevent cruelty to animals, to promote animal welfare and to pro-actively relieve animal suffering.

Overall Purpose of the role:

To provide excellent care for all animals at the ISPCA National Animal Centre including health, welfare, exercise along with a high standard of customer relations in accordance with the specified ethos and policies of the ISPCA.

Principal Responsibilities:

Health and Safety: Ensure that all health, safety and welfare procedures, including the use of PPE, as deemed necessary in line with the general operations at the National Animal Centre. Your manager will supervise and advise on these.

Observation and Reporting:

- a. Assist with the inspection and / or treatment of animals by veterinary staff or other authorised persons at the Centre.
- b. Carry out checks on animals including the inspection of ears, eyes, nose and throat for signs of abnormality.
- c. Report any abnormalities to the Centre Manager/Supervisor.
- d. Provide care and be vigilant and carry out your job with the interest of animal welfare and well being in mind at all times.

Feeding and Watering. Following instructions provided, prepare and provide food and water for all animals at the Centre.

Communication: Pass on all relevant information regarding the care of animals and their general demeanour to other staff maintaining an equal level of excellent care of all animals in the ISPCA National Animal Centre at all times.

Cleaning and Hygiene: Clean, disinfect and maintain to a high standard in accordance with best practice, animal accommodation, isolation, exercise areas, food preparation areas, laundry stores, veterinary facilities, reception, offices and staff facilities, including toilets and outside areas. This applies at all times to all areas of the National Animal Centre.

General Care: Attend to the needs of the individual animal including:

- Exercise

- Coat care / grooming
- Administer first aid, treatments and medication as directed by the Veterinary Practitioner/Veterinary Nurse.
- Assist with the humane destruction of animals, including carcass disposal if applicable.

Security: Ensure buildings and exercise areas are secure, check before work commences and when work finishes. Be vigilant at all times regarding security. Report any faults immediately to the Centre Manager/Supervisor on duty.

Maintenance: Report any faulty equipment, lighting, heating, ventilation equipment etc, to the Centre Manager/Supervisor at the Centre.

Customer Care and Administration:

- Attend to the needs of members of the public.
- Assist with telephone queries.
- Assist with ordering, stock rotation and stock taking.
- Complete documentation as required.

Wearing of Uniform and Protective Equipment: At all times whilst on duty ensure that the official ISPCA uniform is worn and that it is serviceable and presentable and when necessary protective equipment is worn.

Experience & Qualifications:

- Excellent experience caring for and rehabilitating sick, injured and traumatised animals
- Animal handling experience with equines, canines, felines, small mammals required.
- Experience working with wildlife an advantage.
- Good basic level of education, ideally a third level qualification in a related discipline.

Person Specification:

- Experience working within an animal welfare environment.
- A keen interest in animal welfare and the work of the ISPCA.
- Good customer service skills and experience working with members of the public required.
- Excellent team player and ability to liaise with staff members at all levels.
- Strong communication, interpersonal skills and computer skills required.
- Ability to multi task and work under pressure.
- Must be proactive, flexible and willing to work as part of a team based on a seven day rostered system.
- Full clean driving licence required and licence to tow a horsebox ideal.

This job description is not limited or fixed and members of staff are required to be flexible in their application to their job at all times. From time to time there will be other duties as directed by the Centre Manager/Supervisor on duty. It is required of you to carry out these duties within reason.