



**ANIMAL WELFARE LEAGUE OF
SOUTH AUSTRALIA INC**

JOB & PERSON SPECIFICATION

Animal Care Supervisor

JOB SPECIFICATION

POSITION: Animal Care Supervisor

REPORTS TO: Animal Care Manager

CLASSIFICATION: Level 4

Job Purpose

The Animal Care Supervisor leads and supports the teams responsible for providing care to all animals in AWL's Animal Care Centres.

Key responsibilities / accountabilities

- Efficiently and effectively lead and manage the team responsible for high level care to all animals in AWL's Animal Care Centres
- Provide leadership and direction to the animal care staff and volunteers
- Participate, contribute and deliver training, coaching and performance review processes with animal care staff and volunteers
- Interpret and communicate work procedures and AWL policies to animal care staff and volunteers
- Demonstrate professional communication with all staff, volunteers and external customers
- Ensure all daily tasks are completed in a timely manner with a high level of accuracy
- Ensure open communication between all AWL departments and managers to resolve any issues that may arise
- Plan, prepare and devise work schedules according to workload demands and organisational need
- Approve staff rosters based on animal occupancy and animal care requirements in line with approved budgets
- Identify areas in need of operational improvement and implement strategies and initiatives to improve animal welfare outcomes and overall service delivery
- Ensure AWL's Animal Care Centres operate efficiently and within the operating budget
- Monitor and report on Animal Care Centre operations and performance including statistical reporting to the Senior Management Team
- Maximise the effectiveness of AWL's services by building and maintaining positive relationships and partnerships internally and with other relevant agencies
- Continuous monitoring of ShelterMate and other operational systems to ensure high record keeping standards are maintained, including regular auditing of data quality

- Training new and existing staff in the use of ShelterMate and other relevant operational systems

Reporting Relationships

Reports to the Animal Care Manager

Work Health and Safety

All staff and volunteers have a legal obligation to take steps to protect themselves from risks to health and safety and to make sure they do not cause a risk to others through any action or omission.

In particular, the incumbent must:

- Comply with statutory and organisation requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public
- Use equipment provided to protect health and safety
- Follow reasonable instructions given on health and safety
- Ensure they are not affected by alcohol or another drug so as to endanger themselves or others
- Report accidents, injuries, property damage and health and safety incidents
- Participate in activities associated with the management of workplace health and safety

As a manager or supervisor of people, the incumbent must:

- Ensure AWL's WHS program for their area of responsibility is maintained, monitored for its effectiveness and regularly reviewed for its adequacy
- Ensure AWL's WHS program for their area of responsibility provides for the systematic identification of hazards and their risk assessment and control
- Ensure proper induction and training of staff occurs, so they make work safely
- Ensure accidents and incidents are adequately investigated and reported
- Consult relevant staff when planning changes to the workplace, practices, procedures, plant, equipment and substances where these changes may affect the workplace health and safety of staff
- Assist in the rehabilitation of injured staff
- Ensure WHS is a regular agenda item in staff meetings

PERSON SPECIFICATION

Education, experience and skills

- Minimum 5 years previous experience in an animal care or related field is preferred
- Certificate 4 in Veterinary Nursing qualification or willingness to work towards an equivalent within an agreed timeframe
- Certificate 4 in Business Administration qualification desirable
- Authorised microchip implanter or willingness to gain accreditation
- Ability to prioritise tasks and demonstrate effective time management skills
- High level of professionalism with a strong customer service focus
- Ability to learn, organise and prioritise work and to plan and implement programs
- Strong attention to detail
- Operating within a highly structured environment with a focus on policies and procedures
- Experience performing operational and personnel management functions in order to effectively utilise the material and human resources associated to the Animal Care Centres
- Intermediate computer literacy including proficiency with database management and ShelterMate is desirable
- Demonstrated understanding of and interest in animal related issues particularly relating to animal welfare
- High level of written and verbal communication skills
- Proven experience managing small teams of staff and volunteers to achieve desired outcomes in required timeframes and build a positive culture
- Commitment to the mission, values and strategic planning of the AWL
- Ability to understand and interpret relevant policies, procedures, legislation, AWL EBA and modern award in relation to Animal Care and ownership

Special Requirements

- Willingness to work at any AWL site or location
- Applicants must be functionally assessed to ensure physical ability to complete the physical demands of the position
- Additional hours may be required to meet business needs
- Satisfactory National Police Clearance Certificate at commencement of employment and periodically at the request of the AWL

Performance Standards

The performance of the incumbent will be measured by the extent to which the position responsibilities are achieved, specifically:

- Ability to set priorities, plan workload and meet deadlines
- The degree of professionalism and flexibility displayed
- Reliability, quality, efficiency and courteousness of services delivered
- Effective teamwork and contribution to the achievement of team goals

I have read the requirements and responsibilities outlined in this position description and AWL's Code of Conduct and will adhere to these conditions.

I agree to have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

Name: _____

Signed: _____

Date: _____