



## Job Description

POSITION: Animal Care Attendant

REPORTS TO: Senior Manager, Animal Care or Designate

SUPERVISES: No direct reports

The Humane Society of Kitchener Waterloo & Stratford Perth (The Humane Society) is a recognized Canadian leader in Animal Welfare. Our vision is to be a proactive leader in providing humane care through *education, advocacy* and *enforcement* to promote the well-being and appreciation of all animals.

Under the direction of the Senior Manager, Animal Care (or their designate), the Animal Care Attendant will assist in the provision of a broad range of animal welfare programs, best practices and protocols that form part of the animal welfare mandate of The Humane Society. The Animal Care Attendant will take on departmental functions that ensure the health and well-being of the animals that come under the care of The Humane Society.

The values that are the basis of this organization are that all animals deserve to be treated with respect, dignity, empathy and compassion. All animals have an intrinsic value in improving the quality of life of an individual, family and community. And, public education on the humane treatment of animals leads to a more civil society and a better world.

As a forward-thinking team player who is comfortable with a fast-paced, ever-changing but often stressful environment, the Animal Care Attendant will openly take on the challenge of juggling multiple demands and will work collaboratively with others.

Responsibilities include best efforts to ensure the health, wellness and welfare of all animals within the Centre at all times, following strict cleaning and disinfection protocols, assisting other Animal Care staff and the Veterinarian as needed, offering exceptional customer service, and other assignments as required.

A general understanding of animal protection laws and animal welfare issues is important.

The position requires a willingness to work a variety of shifts, including some weekdays, evenings, weekends and statutory holidays.

## PRINCIPLE ACCOUNTABILITIES:

- Adhere to departmental policies and procedures, promoting The Humane Society's mission and values relating to Animal Welfare.
- An active Animal Care team member will take direction from the Animal Care Manager or designate while demonstrating a commitment to achieving departmental goals. Will take direction from the designated Weekend RVT Supervisor on Saturday, Sunday and Holidays.
- Work closely and correspond regularly with fellow team members regarding departmental needs and activity, providing relevant updates on a regular basis to the Animal Care Coordinators.
- Regular and on-going cleaning and disinfecting of the facility including the atrium, other common areas, kennels, cages, food dishes etc.
- Assist in animal care and handling including medicating or providing care as directed by veterinary staff i.e. wound care, post operative care.
- Check stray animals for identification, including scanning for microchips, re-gendering and recording any and all identifying factors including an estimate of animal breed and age as needed.
- Evaluate all animals for an overall look while cleaning taking note of any special concerns i.e. matting, long nails and report findings to Animal Care Manager or appropriate Supervisor.
- Provide animals with appropriate food and clean water on an as needed basis.
- Provide customer service regarding adoption, intake, complaints and animal behaviour as required.
- Keep accurate departmental records, maintaining their confidentiality, and assist with departmental paperwork as required.
- Assist with animal tracking and use of PetPoint software as required.
- Assist with departmental inventory control as required.
- Assist the Veterinarian/Registered Veterinarian Technician as required.
- Build and foster effective relationships with staff, volunteers, customers, partners, sponsors, community groups etc.
- Perform other duties as required to improve the function of the Animal Care Department, and the Centre.

In addition to the duties listed above, The Humane Society expects the following of each staff member: adhere to The Humane society policies and procedures; work in a safe manner; act as a role model within and outside the Centre; seek out opportunities for continuous professional development; perform duties as workload necessitates; maintain a positive and respectful attitude; communicate regularly with the Animal Care Manager about department issues; demonstrate efficient time management and prioritize workload; consistently report to work on time prepared to perform duties of the position; meet department productivity standards; participate in The Humane Society's events as needed or required; and, complete other duties as assigned.

The above statements are not intended to be an all-inclusive list of the duties and responsibilities of the position. Rather, they are intended only to describe the general nature of the position.

#### POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position. The Animal Care Attendant must have the following skills, among others:

- Strong sense of teamwork and collaboration, with the ability to foster the same amongst others.
- Interpersonal skills to deal with multiple and differing behaviours of fellow staff, customers and other organizational contacts.
- Must treat animals humanely, with compassion and concern both on and off the job.
- Preferred knowledge in Animal Welfare practices relating to animal sheltering, adoptions, and euthanasia.
- Working experience with the handling of a wide variety of animals
- Ability to manage physical requirements of the position for extended periods of time (40% of workload) including: lifting and restraining of large animals, lifting of large bags of pet food and buckets etc as well as scrubbing floors, cages, windows etc.
- Ability to function effectively under challenging circumstances and accept direction.
- Organizational skills in order to meet time demands and multiple duties.
- Ability to prioritize and deliver timely results.
- Computer literacy – Microsoft Windows and Word, customized Humane Society programs and basic knowledge of typical office equipment.
- Hold valid Class “G” Ontario driver’s license preferred.

The Animal Care Attendant must demonstrate ability to work effectively with others (including Management, Co-workers, resident Veterinarians, Customers etc.) by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.

#### WORKING CONDITIONS

- An emotional and sometimes challenging environment due to the nature of our work with animals who come to the Centre in various conditions (eg. many animals that have been abused, mistreated, neglected and/or that have behavioural issues, and/or are suffering from varying degrees of ill health).
- An emotional and challenging environment due to the necessary humane practice of euthanasia.
- A mix of climate controlled and outside temperature conditions.
- Areas with strong odours and high noise levels in regards to barking and other animal noises.
- Exposure to animal bites, scratches, infections and infectious diseases.
- Risk of injury from slippery floors and working with toxic and corrosive cleaners.

COMMITMENT:

- Willingness to work a variety of shifts, including weekdays, evenings, weekends and statutory holidays.
- Able and willing to volunteer for work-related, community events that occur after regularly scheduled work hours.
- Must be able to work with a variety of animals and with materials used in animal care.
- Demonstrated regular and consistent attendance and punctuality.