



## **POSITION DESCRIPTION**

**POSITION TITLE:** Animal Care Attendant

**REPORTS TO:** Senior Manager, Animal Care or Designate

**SUPERVISES:** No direct reports

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 and sometimes 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 Medical Team as needed, offering exceptional customer service, and other duties as required.

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

### **PRINCIPAL ACCOUNTABILITIES:**

- Adhere to departmental policies and procedures, promoting The Humane Society's mission, vision and values relating to Animal Welfare.
- Take direction from the Animal Care Manager or designate while demonstrating a commitment to achieving departmental goals. Take direction from the designated Weekend RVT 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, isolation care etc.
- Check stray animals for identification, including scanning for microchips, re-gendering and recording any/all identifying factors including an estimate of animal breed and age as needed.
- Observe all animals for any signs of injury or illness.
- Evaluate the health and wellbeing of all animals 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, clean housing and fresh water as needed.
- Use only positive reinforcement training techniques on all HSKWSP's animals
- Provide customer service regarding adoption, cremations, intake, complaints, general animal care and animal behavior as required.
- Keep accurate departmental records, maintaining their confidentiality, and assist with departmental paperwork as required.
- Assist with animal tracking and use of Pet Point software 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 Organization including assisting other departments.

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 Organization; 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.

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

- Interpersonal skills to deal with multiple and differing behaviors 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, behavior and euthanasia.
- Working experience with the handling of a wide variety of animals including wildlife.

- Ability to manage physical requirements of the position for extended periods of time including: lifting of animals, bags of pet supplies and heavy buckets, bending, kneeling, standing for long periods of time, restraining of large animals, as well as scrubbing floors, cages, windows etc.
- Ability to function effectively under challenging circumstances and accept direction.
- Organizational skills 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.
- High school diploma.
- Experience working/interacting with animals.

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, working with animals that arrive at the Centre in a range of conditions — including those who have been abused, neglected, mistreated, have behavioral challenges, or are experiencing various health issues.
- 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 odors and high noise levels in regards to barking and other animal noises.
- Risk of exposure to animal bites, scratches, infections and infectious diseases.
- Risk of injury from slippery floors, animal bites and scratches and working with toxic and corrosive cleaners.

#### **COMMITMENT:**

- Position requires willingness to work a variety of shifts, including weekdays, evenings, weekends and statutory holidays.
- Working with a variety of animals and with materials used in animal care.
- Regular and consistent attendance and punctuality.