



CHELTENHAM ANIMAL SHELTER

JOB DESCRIPTION

<u>Title:</u>	Animal Care Assistant
<u>Responsible to:</u>	Team Leaders & Operations Manager
<u>Post Objective:</u>	To provide the highest level of care and welfare to all animals brought into the Shelter, whilst supporting them on their journey in the hope of finding them a new home.

Main Duties:

- Ensure that the highest of welfare standards are provided to all animals, by providing exceptional physical and emotional care.
- Be responsible for daily husbandry including; timely cleaning and disinfecting of the pens and kennels, drains, corridors, exercise paddocks, food preparation, laundry areas and ensuring general Shelter cleanliness, maintaining the highest standards of hygiene and site upkeep.
- Provide suitable mental and physical enrichment through behaviour training, exercise, play, socialisation and grooming.
- Ensure all welfare and training records are accurately kept up to date, whilst adhering to procedures, data protection and legislation.
- Objectively and pragmatically carry out behavioural assessments, completing all paperwork to help determine the most suitable future home or outcome for the animals in our care.
- Carry out daily animal health checks and when needed, take animals for vet consultations. Administering medication as directed by the vets and ensuring to record observations and update the relevant Rehomer, Team Leader or Operations Manager.
- Discuss behavioural and training challenges with the Behaviour Team, and work with them and the Rehomers to improve the animal's welfare and adoptability.
- Be a positive and proactive team player with effective communication skills, who actively participates in discussions around the wellbeing of the animals in our care.
- Contribute to the successful rehoming of our animals, through positive promotion during adopter visits with advice and support from the Behaviour Team and Rehomer.
- Assist in all duties relating to our Cat and Dog boarding facilities.

- Where required, visit the homes of prospective pet owners to complete pre-adoption home visits.
- Provide excellent customer service at all times when dealing with Shelter supporters and the general public, giving any assistance asked of you, ensuring you are polite and professional at all times.
- Work with the wider Shelter team and be willing and enthusiastic to participate in marketing and media opportunities.
- Be willing and positive when supporting and training volunteers, work experience and new team members
- Compliance to health & safety at all times, in line with regulations, licencing conditions and internal policies. Reporting maintenance defects or health & safety hazards accordingly.
- Be an advocate of the Shelter, always representing the charity in a positive and professional manner.
- Carry out any other reasonable duties as may be required by the Rehomers, Team Leaders, Operations Manager and General Manager.