



GLOUCESTERSHIRE ANIMAL WELFARE ASSOCIATION & CHELTENHAM ANIMAL SHELTER

Gardner's Lane, Swindon Road, Cheltenham, GL51 9JW

Tel: 01242 523521 Fax: 01242 523676

Web: www.gawa.org.uk

Email: reception@gawa.org.uk

CHELTENHAM ANIMAL SHELTER

JOB DESCRIPTION

<u>Title:</u>	Animal Care Assistant
<u>Responsible to:</u>	Operations Manager
<u>Post Objective:</u>	To provide the highest level of care and welfare of all animals brought into the Animal Shelter, whilst preparing them for the rehoming process, in aiming to find a suitable home for them.

Main Duties:

- Ensure that the highest of welfare standards are provided to animals, at all times, by providing exceptional physical and emotional care and adopting the five freedoms as followed by the World Organisation for Animal Health and the RSPCA.
- Be responsible for husbandry including; timely cleaning and disinfecting of the pens and kennels, drains, corridors, exercise paddocks, food preparation, laundry areas and ensuring general Shelter cleanliness, allowing us maintain the highest standards of hygiene and site upkeep.
- Provide relevant mental and physical enrichment through training, exercise, play, socialisation and grooming.
- Ensure all welfare and training records are accurately kept up to date through the use of; diaries, whiteboards, pet-portfolios, assessment logs, kennel cards, training plans, medical sheets, and computer systems, ensuring that procedures, data protection and legislation is adhered at all times.
- Carry out daily animal health checks, logging and reporting all suspected cases of ill health to the relevant Rehomer, Team Leader or Operations Manager.
- Take animals to the vet for consultations and administer medications as directed by the Veterinary team.
- Report behavioural and training challenges to the Behaviour Team, and work with the Behaviour Team and Rehomers to improve the animal's welfare and adoptability through behaviour and welfare modification plans.
- Be a team player with effective communication skills, who actively participates in discussions around the health, welfare, emotional and physical wellbeing of the animals in our care.
- Provide exceptional customer service when carrying out visitor appointments with potential adopters, positively promoting the Shelter's animals and providing professional, informative advice in-line with the Rehomers and Behaviour Teams guidance.



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- When required, objectively and pragmatically carry out assessments, completing all paperwork to help determine the most suitable future home or outcome for the animals in our care.
 - Assist in all duties relating to our Cat and Dog boarding facilities.
 - Provide excellent customer service at all times when dealing with Shelter supporters, customers and the general public, giving any assistance asked of you, ensuring you are polite and professional at all times.
 - Where required, visit the homes of prospective pet owners to complete pre-adoption home checks.
 - Work with the wider Shelter team and be willing and enthusiastic to participate in marketing and media opportunities.
 - Support and train Helping hands groups, volunteers and work experience.
 - Compliance to Health & Safety rules at all times in line with our licencing conditions, legal H&S regulations and internal policies. Reporting maintenance defects or Health & Safety hazards accordingly.
 - Be an advocate of the Shelter, representing it in a positive and professional manner at all times.
 - Carry out any other reasonable duties as may be required by the Rehomers, Team Leaders, Operations Manager and General Manager.