RSPCA Lancashire East Branch Your LOCAL branch, caring for LOCAL animals 

**Job outline volunteer kennel assistant**

**Post:** Volunteer kennel assistant

**Organisation:** RSPCA Lancashire East Branch

(Reg. Charity No: 232253)

**Location:** RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm

Enfield Road

Altham

Accrington

BB5 6NN

**Report To:** Reception - A member of the animal care team will appointed as your mentor

**1. Overall Purpose of the Job**

Assist the animal Care team in providing care for dogs in the centre, ensure administrative procedures are maintained.

**2. Principal Responsibilities**

*General Animal Care*

To assist the animal care assistants in the kennels in the care of the dogs including:

● Handling and restraint

● Exercise & training

● Coat care / grooming

● Assist staff members with the completion of daily observations, Complete the volunteer out of kennel activities for any of the dogs you have walked or spent time with one on one.

*Observation & Reporting*

● To report any signs of ill health, injuries or abnormalities to the staff member you are working with, reception team or the manager.

*Feeding & Watering*

● To help prepare and provide food and water for all dogs in the establishment following instructions as laid down by the animal care team.

*Cleaning & Hygiene*

● To clean, disinfect and maintain animal accommodation and exercise areas; food preparation, laundry, storage, treatment facilities.

● To follow all biosecurity procedures in place at the centre.

*Dog Training & Rehabilitation*

● To assist the staff with training & ensuring the allotted out of kennel activities are completed

● To ensure centre routines (e.g. Open Paw) are followed.

*Administration & Record Keeping*

● To ensure the out of kennel activity forms are completed for each dog you spend time with on a one to one basis in the volunteer folder.

*Customer Care*

● To be courteous and respectful of all customers visiting the centre and refer them to reception with any enquiries

*Health & Safety*

While at the centre volunteers are required:

● To take care of their own health and safety and that of others who may be affected by their acts or omissions

● To ensure that they follow all procedures laid down in the health and safety manual and as instructed.

● To cooperate with centre, branch and Society policies and procedures for health & safety *Security*

● To make sure the buildings and exercise areas are secure, check before using.

*Maintenance*

● To report any faulty / damaged equipment etc. to the appropriate person within the centre.

**3. Job Context**

● Work is assigned by the animal care manager or the duty manager acting in the absence of the ACM and overseen by the Animal care assistant you have been partnered with.

● Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society’s veterinary guidelines and other relevant RSPCA policies, procedures and advice.

**4. Training**

* Training will be carried out in daily duties by one of the animal care team
* There is opportunity for all volunteers to sign up to the Learning Hive which is the RSPCA on line training facility. There is potential to complete the RSPCA standard procedures course as well as attending live courses via hangout or in person.

**Person Specification**

**Post:** Volunteer kennel assistant

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| ***Requirements*** | ***Essential*** | ***Desirable but not essential*** |
| *Education & Training* | Willingness to learn and follow instructions from the animal care team & centre management team | Willingness to undertake the online training on the RSPCA Learning Hive  To complete the RSPCA standard procedures |
| *Experience* | Training will be provided | Experience of owning / caring for dogs |
| *Special Skills & Knowledge* | Good oral and written communication skills.  Good interpersonal skills including the ability to communicate at all levels  Proven ability to work under direction from superiors but equally able to use their own initiative | Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice  Some basic knowledge of health and safety regulations  Experience of dog training & an understanding of canine behaviour |
| Personality & Disposition | Demonstrable willingness to learn and acquire new skills through training  Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm  A flexible and collaborative approach to colleagues both staff and other volunteers  Honest, trustworthy and reliable |  |
| Special Circumstances | Sympathy for animal welfare and the work of the RSPCA | Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice |