

Key duties: ANIMAL CARE & ADOPTION OFFICERS

This is not an exhaustive list and you may be asked to carry out other duties as well, which may include supporting and participating proactively in fundraising, promotion and community engagement activities, in particular raising awareness of the importance of donation and regular giving to visitors, and other such duties as may be reasonably required by your line manager or senior management team either for special projects, to evaluate your own skills and abilities, or in the event of an emergency or other unforeseen circumstance.

The notes in this document, as well as the key duties, and core competencies, form part of your job description.

1. Animal Intake

Be able to receive an animal from a member of the public, correctly assign and complete entry paperwork and enter the animal onto a database within 2 hours of arrival. Be able to determine the animal's sex, identify and describe the animal and make a good attempt at ageing it.

Correctly choose and set up a kennel or pen for the animal, identify any risks to it or other animals, schedule its immediate medical care and vet checks (including on the database). Assign any signage to the kennel or pen needed (E.g. biting dog). Set up feed and exercise plan.

Be able to take an accurate animal history from the owner, to do so with compassion and care and to make a judgement of any next steps if an owner flags any issues of concern (multiple animals etc). Also discuss with an owner whether they could retain the animal with outreach-style support and assistance. In some cases this may be considered appropriate to do in the owner's home environment.

If the animal concerned is not their case-worked animal, they should be able to hand over the case to the assigned caseworker when they are next in.

2. Animal Care

Be able to care on a daily basis for all on-site dogs and cats of regular breeds. To notice behavioural, stress and welfare problems and medical concerns. To correctly set up and dismantle the housing and kennel equipment. To understand how to maximize the animal's welfare and behavioural needs. To identify animals not coping ("RED") and make a plan to remedy or refer to seniors.

To correctly make up feeds, transition diets, clean and disinfect accommodation and make up chemical solutions. To manage scent and smell continuity in the kennel / cattery environment. Manage exercise/enrichment needs.

3. Record keeping

To keep cage cards, door sheets, profile boards and database updated including working on documents. Use correct "House Style" fonts and logos where needed. Be able to store, scan and save all paperwork as required. Receive and store payments. Produce material for profiles for easy upload to website and social media.

4. Telephone and email

Answer the phone, respond to internal emails and those from customers about their casework animals. Open and close the Rehoming Centre as needed. Respond to requests for intake of animals, be able to screen and triage intakes for animals they feel are inappropriate (such as feral cats) and correctly log requests and escalate urgent ones. Know how to refer enquiries to other governmental and NGO agencies courteously.

5. Casework animals

A small number of animals will be assigned which staff will "casework". Part-timers will work together as 2 halves of a whole to jointly casework a similar size animal group to the full timers. Casework means taking additional and extra responsibility for your smaller group of animals – promoting them on the website, ensuring all their records and medical care are up to date, carrying out a health-check every 14 days, and following the adoption process through with adopters so that they see the same staff member (or 2) during the process. Carry out home visits, adoption delivery etc.

Case-working will also mean helping devise and implement behavioural modification plans, and leading for that animal's veterinary care arrangements. The ultimate responsibility for ensuring all parts of the admin and animal care for caseworked animals will be with the caseworker.

Animals not on site (Home to Home or Direct Homing) may also be assigned to you, as may boarding animals with special needs.

6. Driving

Taking animals to and from vets, assisting with neutering and chipping journeys, checking the van is safe, equipped and roadworthy after every use. Delivery and collection of supplies will also be needed.

7. Training

Attend and complete internal training programme (which may mean attending on days off in return for a lieu day). Occasional travel outside Malta to Dogs Trust and UK based training may be needed.

As part of your training you will also be assigned your own independent research either individually or on behalf of the team group.

8. Interview, match and adoption

Carry out meet & greet of adopters, soft interviews, matching of animals and viewings, and adoptions of animals – either your own casework ones or for other colleagues. Make adoption decisions and review them with peers before confirming. This includes home checks. Ensure all database, paperwork or legal transfer documents are completed and animals make a smooth transition from the centre to their new home. Receive payments.

9. Oversight of a site "zone"

You will be given a section of the Floriana site to monitor on an ongoing basis for cleanliness, maintenance and stock level purposes. You may also be given an area of stock (feed, detergent etc) to monitor and to report on any shortages, damage or other needs. These are in addition to the ongoing daily monitoring by all staff and managers.

10. Deep Cleaning

Alone and with colleagues, carrying out deep cleans routinely and after outbreaks.

11. Euthanasia

Play a full part when animals are required to be euthanased, especially one's own casework animals. You will be accepting and supporting of decisions made by vets and seniors and ensuring that no distress is caused to animals, colleagues and volunteers by "stirring" or dramatic behaviours.

12. Volunteers

Help train, support and supervise volunteers. Use correct written processes to flag up concerns about volunteers to managers or coordinator.

13. Safety

Work safely, keeping yourself and others safe. Be responsible for safety on site by your own actions and work.

14. Neutering and chipping runs (DT)

All staff will be involved in the neutering and chipping runs which continue to be on Monday and Tuesday every week, including driving.

15. Proposing and suggesting improvements

Staff will be expected to be willing and able to suggest improvements and changes. Not all suggested changes can be implemented, but suggestions are a good place to start.

16. Teamworking and collaborating

All staff will be expected to work closely as a close team, communicate and cover for each other's workloads. Staff will follow all reasonable instructions from managers, senior managers and the committee and follow and adhere to written standing instructions and protocols. Staff will work allocated hours given. The MSPCA is expected to be your primary employment. No other employment, self-employment or volunteering may be engaged in without the permission of the MSPCA Chief Operating Officer. No secondary employment, self-employment or volunteering which conflicts with your primary role will be permitted. For the avoidance of doubt, other employment which involves animal welfare or animal care work may be considered a conflict of interest.

17. Animal welfare theory and practice

All staff will be expected to keep their own knowledge of animal care, ethology and good practice up to date. The MSPCA reserves the right to require staff to complete private research, in their own time, in any area of their role where their knowledge is seriously lacking.

Working hours:

- This will be 8am to 5pm with an unpaid 1 hour lunch break from 12 to 1pm.
- Weekend working will be routinely 1 in 2, either fixed days or alternate full weekends (to be discussed with managers and rota partners at the time of appointment).
- Current afternoon and morning incidental breaks are incorporated back into a full lunch hour, however we will allow a discretionary short break in the morning and afternoon of 5-10 minutes to get a drink and sit down for a few minutes – to be fitted in at a time around other duties.
- Annual leave and public holidays will follow local legislation.