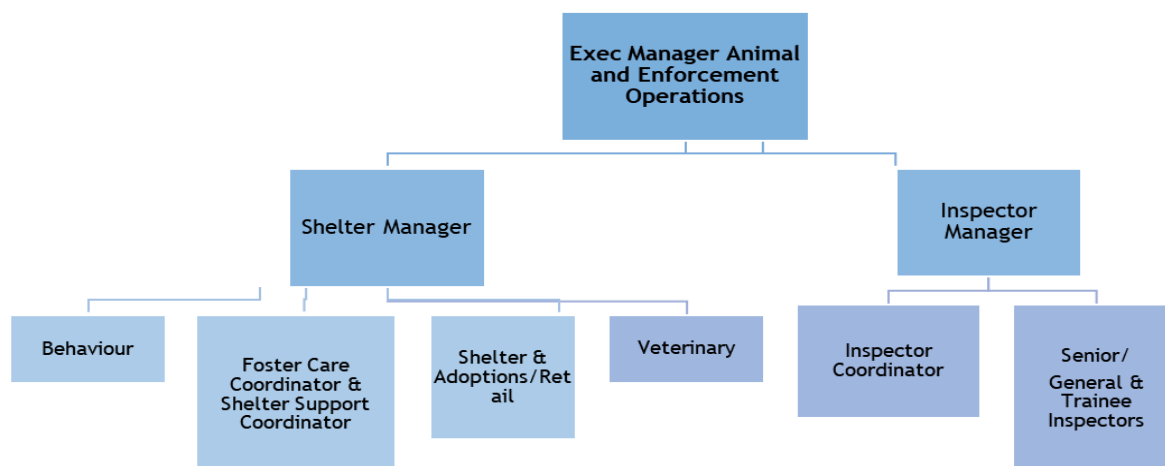


POSITION DESCRIPTION FORM

POSITION DETAILS

Job Title: Shelter Manager		
Department: Animal Services		Location: Malaga
Agreement: Individual		Classification:
Date Approved: 01/11/2021	Date Reviewed: 01/11/2021	Approved By: CEO

REPORTING RELATIONSHIP



ABOUT THE ORGANISATION <http://www.rspcawa.asn.au/>

The Royal Society for the Prevention of Cruelty to Animals in Western Australia (RSPCA WA) is a not-for-profit, non-government organisation. It was founded in 1892 and is the leading authority on animal welfare issues in WA. We work with Government, industry and the community to improve animal welfare.

RSPCA WA's values are at the heart of the strong productive relationships that the RSPCA WA has with its employees, stakeholders and the WA community. All employees share the objective of achieving better outcomes for animal welfare, and commit to the organisational values which are: Professional, Respect; Ethical, Customer Focussed and Compassionate.

RSPCA WA considers Five Domains which impact on the physical welfare and mental wellbeing of all animals:

- Nutrition
- Environment
- Health
- Behaviour
- Mental State

Effective date document:

Modified on: 01/11/2021

Version: 2

ROLE STATEMENT

The position is responsible for best practice operations within the shelter at RSPCA WA. The Shelter Manager is responsible for the oversight of the Behaviour, Foster & Volunteer, Adoptions/Retail, Shelter and Veterinary teams. This position reports directly to the Executive Manager Animal Services & Enforcement. Responsibilities include but are not limited to the provision of an excellent standard of care to all animals within the shelter, strategic planning and development of teams, building and shelter maintenance, supervision of employees including performance management and all related duties. Specifically, the Shelter Manager is responsible for all day-to-day shelter operations and ensuring smooth processes. Reporting to the Shelter Manager is the Shelter Coordinator/s, whose position is to support the shelter team with all required administration duties, as well as provide daily oversight to shelter/adoption staff and perform the function of Duty Manager in the Shelter Manager's absence.

CONTEXT

A dedicated team of veterinarians, vet nurses and animal attendants oversee the care of more than 1,500 animals at the Animal Care Centre each year. The Animal Care Centre has facilities for a wide range of animals including companion and farm animals and an adoption program to rehome animals when ready.

ACCOUNTABILITIES

1. General running of the shelter, including the provision of excellent animal care and husbandry and oversight of the Behaviour, Foster & Volunteer, Adoptions & Retail, Shelter and Veterinary teams.
2. Manage and support the development and engagement of staff, including planning and reviewing effective personal performance plans, all performance management and creating an empowered, engaged and skilled team.
3. Providing an efficient pound service for incoming dogs, cats and other animals as required and ensuring we maintain services as per contract
4. Manage the efficiency and effectiveness of the shelter operations, including the continual review of SOPs and policies to ensure consistent with best practice, in addition to daily monitoring of work standards and tasks.
5. Establish and co-ordinate work schedules to expedite accomplishment of essential and emergency tasks, issue instructions to animal attendant's/adoption officers, examine work results and provide training to improve performance.
6. Complete annual strategic planning and reporting of monthly statistics for the shelter, including ensuring operations are maintained within budget
7. Support and lead continuous improvement initiatives, including identifying and implementing opportunities for improvement within the shelter.
8. Comply with workplace policies and procedures, including Occupational Safety and Health and Equal Opportunity legislation.
9. Support the EMAS&E and other senior leaders with duties when required.
10. Maintain a workplace free from all gossiping, bullying or behaviour which is discriminatory or derogatory, in accordance with workplace policies. This includes maintaining a positive, can-do attitude and speaking to people in a manner that is respectful and appropriate at all times
11. Conduct yourself in a manner that reflects the organisations values at all times. These are Professional, Ethical, Compassionate, Respectful and Customer Focused.
12. Provide assistance to volunteers and work experience students on a daily basis and maintain a friendly, helpful manner at all times. Volunteers or students should feel like they can approach an employee for help or assistance at any point and be given appropriate support so they can complete daily tasks in a safe manner

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SELECTION CRITERIA (Capabilities)

Essential

1. Qualification and experience as either Veterinary Nurse or Veterinarian.
2. Ability to organise and prioritise work in order to meet deadlines in a busy environment.
3. Inclusive and supportive leadership style; must have previous experience managing a dynamic team and history of autonomously completing performance management
4. Excellent communication skills and relationship building with internal and external stakeholders.
5. Sound judgment and decision-making ability.

Desirable

- Prior management experience OR equivalent level of expertise gained from a combination of experience, training or professional accreditation.
- A good understanding of significant animal welfare issues in WA.
- Previous experience working in a shelter or NFP
- Experience in Animal Behaviour

COMMITMENT

My signature below indicates that:

- I have been provided with a copy of this Position Description.
- I have participated in discussions relating to this Position Description.
- I clearly understand its contents.
- I commit to complying with my role and accountabilities.
- I will clarify any confusion I may have with my line manager.

Signing this form indicates my acceptance of all aspects of the role, as outlined in this Position Description.

Employee name _____

Signature _____

Date _____