

Position Title:	Community Programs Case Worker	PD Number:	
Reports to:	Community Programs Manager	Department:	Community

ABOUT RSPCA NSW

RSPCA NSW is a non-government organisation whose mission is to prevent cruelty to animals by actively promoting their care and protection. RSPCA NSW works with local councils, state and federal governments and other interested groups, including community organisations, wildlife authorities, farmers, and professional associations.

RSPCA NSW is committed to its values of:

- **Integrity:** Doing the right thing
- **Respect:** Valuing all people
- **Honesty:** telling the truth and being honest in actions and words
- **Collaboration and Cooperation:** Working cohesively towards a common goal
- **Enthusiasm and commitment:** Willingness to take action and achieve results
- **Accountability:** Being responsible, taking action and keeping commitments
- **Compassion:** Actively listening to fully understand and genuinely empathise with people's realities
- **Resilience:** The ability to recover from setbacks, adapt well to change and persevere in the face of adversity

POSITION PURPOSE

Community Programs provides essential services to vulnerable pet owners in times of crisis to ensure the pet and owner ultimately stay together. These programs are essential to support those most in need in our society and ensure they are able to continue to experience the many benefits of the human-animal bond and to know their beloved pet is safe and well when they themselves are experiencing difficult circumstances- whether due to being socially isolated while aging, experiencing homelessness or domestic and family violence, or experiencing a sudden crisis, such as illness or natural disaster, and temporarily being unable to care for their pet. Services provided include boarding and assistance with veterinary fees, which may be provided internally by RSPCA NSW or by an external boarding facility or veterinary practice.

RESPONSIBILITIES INCLUDE

- Answer internal and external enquiries for assistance via Programs phone helpline, online enquiries, email, etc and triage
- Maintain accurate and professional client records and case notes
- Develop client centered case plans that support people to stay with their animals whilst keeping the welfare of the animal paramount
- Transport animals to and from shelter to clients' homes
- Attending veterinary consultations on behalf of clients who are not able to attend themselves.
- Provide support to fellow caseworkers on veterinary procedures and recommended treatment
- Build positive and professional relationships with clients
- Ensure the health and wellbeing of all animals under Community Programs care within the legislative and resource parameters provided
- Ensure and maintain communication with all requires parties/stakeholders (internal and external) relating to the care and wellbeing of Community Programs client and animal
- Liaise with local veterinary services to coordinate care of animals
- Assist with recording monthly output statistics, providing insight into the activities performed within the Community Programs team and the demand for service
- Raise community awareness and understanding of the links between human wellbeing and animal welfare through community and individual educational engagement.
- Continue to build upon existing relationships/partnerships to further the growth, awareness and impact of Community Programs.
- Work positively and proactively with Animal Operations team to support the functions of Community Programs
- Lead and contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with team members and peers across all departments, and consistently role modelling the RSPCA NSW values and associated policies
- Ensure a safe working environment whereby employees and volunteers perform their duties safely and adhere to all WH&S policies and procedures.

QUALIFICATIONS, CERTIFICATIONS, LICENCES AND AUTHORITIES:

- Minimum Certificate IV in Veterinary Nursing
- Valid Police Check or ability to obtain

EXPERIENCE AND SKILLS

A motivated team member, your engaging and collaborative style combined with a passion for excellence will be key to your success in this role.

Experience:

- Minimum 3 Years' experience working as a Veterinary Nurse (E)

Skills:

- Excellent attention to detail (E)
- Demonstrated experience supporting colleagues in a team environment (E)
- High level written and oral communication skills (E)
- Well-developed rapport building skills (E)
- Ability to work in a fast-paced environment and adapt to change quickly (E)
- Experience working in a customer service role and managing differing client expectations (D)
- Demonstrated ability and confidence in utilising discretionary authority within role (D)
- Developed effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues (D)
- Demonstrated ability to work through issues, weigh up alternatives and identify the most effective solutions (D)
- Demonstrated understanding of animal health and welfare concerns (D)
- Experience conducting home visits to vulnerable populations (D)

Website: <https://www.rspcansw.org.au/what-we-do/working-in-communities/>

This role will involve a moderate amount of intrastate travel and will require some work on weekends and outside of normal business hours.