

Senior Animal Attendant

Position Level	Team Member	Department	Beau's Pet Hotel
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Animal Attendant Team Leader Day Care Team Leader		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day-to-day basis.

■ Position Summary

Reporting to the designated Team Leader, the Senior Animal Attendant Boarding/Daycare works closely with members of the Beau's Pet Hotel team to ensure the expected standards of care are maintained for every animal in boarding, day care, training and grooming services.

The role is responsible for providing general care for dogs and cats while at Beau's Pet Hotel, by actively participating under the guidance of the Animal Attendant Team Leader or the Day Care Team Leader to ensure the smooth running of each shift so that tasks and services are completed on time and to a high standard.

In collaboration with the Animal Attendant Team Leader and/or the Day Care Team Leader, the role supports staff on shift to develop the necessary skills and knowledge to perform their roles efficiently and effectively, escalating animal concerns, staff development opportunities as required and making suggestions for continuous improvement.

The Senior Animal Attendant will gather information during each shift to record and report on the status of pets in care with the Animal Attendant Team Leader.

■ Position Responsibilities

Key Responsibilities

General

- Provide guidance, support and constructive feedback to an allocated team of Animal Attendants and/or pen attendants ensuring the team members are undertaking their duties thoroughly and in accordance with the schedule. Escalate concerns, training requirements and performance matters to the Team Leader.
- Promote and contribute to a positive work culture that is aligned to Guide Dogs SA/NT Values.
- Carefully monitor pets' mental and physical health and wellbeing at Beau's Pet Hotel and immediately advise the Team Leader should any concerns arise.
- Use positive reinforcement methods when interacting with, moving and restraining pets and handle all dogs properly and with compassion at all times, regardless of situation or circumstances.
- Ensure the safe movement of pets in and around the facility, taking into consideration and observing temperament beforehand.
- Proactively report WH&S concerns, incidents and near misses to your Team Leader.
- Respond to any code red or distress calls from Pen Attendants and/or Animal Attendants immediately.
- Ensure all dogs and owners adhere to Beaus Pet Hotel Boarding and Daycare terms and conditions and general policies and enforce and/or escalate these as required.
- Take photos of pets for marketing/social media if asked to do so by Marketing or a Team Leader using a company provided device.
- Efficient removal and management of waste products in allocated work area and sanitation of waste areas.
- Report any health or medical concerns to the Daycare Team Leader, or the Animal Attendant Team Leader in their absence, immediately.
- Protect dogs from distress or injury caused by other dogs.
- Escalate any pet health concerns to the Team Leader immediately.
- Adhere to Guide Dogs / Beau's Privacy Policy.
- Actively participate in performance reviews and development plans.
- Act as radio contact for your area whilst the Team Leader is on a break.
- Make process improvement suggestions and implement solutions.
- Undertake any other relevant related tasks, as required, including deployment to other areas at any time to meet operational needs.

Senior AA Boarding

The Senior AA Boarding – provides support to the Animal Attendant Team Leader by providing technical advice and support and guidance to a Team of Animal Attendants when on shift.

- Preparation, cleaning and sanitising of kennel suites, cat condos and other enclosures / areas as required.
- Provide support to the professional grooming service as required, including undertaking basic grooming in the form bathing, drying, brushing, combing, for pets in boarding
- Preparation of food, cleaning and sanitation of bowls and delivery of food to pets.
- Ensure feeding standards and specialised diets are maintained as required.
- Provision of routine mental & physical enrichment activities and specialised care to all pet guests.
- Maintain clean, tidy and sanitised kitchen, preparation areas, cabinets and storage units and undertake laundry duties where required.
- Report all stock level requirements to the Team Leader.
- Ensure all pet guest personal items are maintained, cleaned and accounted for during their stay and on check out.
- Work in animal isolation areas when required.
- Develop, maintain and update client and pet records in the records management system, adhering to Beau's Privacy Policy.
- Complete the check in and check out process for pet guests and provide exceptional customer service to clients during drop off and pick up of their pets, when there is no medical or health concerns.
- Transport sick or injured animals to the Vet as required, liaise with the Vet and communicate accurate information with Team Leader on shift regarding the welfare of the animal.
- Monitor the safe management of dogs in group environments.
- Ensure dogs are well managed and supervised at all times.
- Check feed notes in Gingre for each boarding dog/cat in their area and prepare food as required. Record notes on pet feeding, toileting, any issues and report these to the Team Leader on duty.
- Provide on the job training for new Animal Attendants as prescribed by a Team Leader.
- Provide a verbal report at the end of each shift to the Team Leader on duty regarding the status of suite cleaning, rotations, food preparation/delivery and scheduled services.
- Undertake observations for all dogs/cats in their area at beginning and end of each shift. Review scorecards and ensure any significant observations are escalated to the Team Leader.
- Enter weight checks of dogs/cats from that day into Gingre and ensure any significant weight changes are reported to the Team Leader.
- Assist the Team Leader with allocation of suites for the following day.

Senior AA Day Care

The Senior AA – Day Care Attendant, acts as support to the Day Care Team Leader to ensure that owners and their pets attending Day Care receive exceptional customer service and care.

- Complete the check in and check out process for Daycare dogs using Gingr
- Provide support to the professional grooming service including bathing, drying, brushing/combing as required.
- Provide exceptional customer service to all clients during drop off and pick up of their pets.
- Maintain communication with the Senior Animal Attendant in connection with transferring Boarding Dogs to Daycare
- Perform POS duties including processing EFTPOS and cash payments, ensuring correct service charging.
- Complete temperament tests for new dogs considering behaviour, play style and socialisation history
- Send pawgress reports to owners updating them on their dogs' day, including photos.
- Provide support to Pen Attendants by covering yard breaks and completing regular check ins.
- Assist the Daycare Team Leader with Gingr booking requests and email enquiries as required.
- Communicate minor dog behaviour concerns to owners. Communicate major dog behaviour concerns to the Daycare Team Leader and be involved in next step discussions.
- Ensure pet profiles and records are kept up to date on Gingr including employee notes and animal icons
- Assist with training of new Pen Attendants
- Assist the Daycare Team Leader with events including taking photos, helping with activities and any required preparation/pack up
- Provide Daystay dogs with sufficient level of care including access to exercise, bedding and water.
- Ensure dogs are given breaks when required, including lunch breaks with sufficient wait times
- Delegate set up and pack up tasks to Pen Attendants at start/end of shift
- Complete thorough handover with other Senior Daycare Attendants and Daycare Team Leader
- Perform and supervise playdates for approved Daystay dogs
- Ensure yards are cleaned and sanitised sufficiently at end of day
- Prepare daily dog run sheet and ensure it is accurate at the start of each shift
- Track dog milestones including birthdays and 100 days of Daycare, carry out required activities

WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times.
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Proven ability to undertake long periods of physical labour, bending, lifting, squatting and kneeling.
- Ability to lift animals and resources up to 20kg. Follow WH&S policies in correct lifting techniques and use assistance where required.
- Demonstrated sound computer skills to enable use of the pet records management system.
- Sound animal welfare ethics and emotional maturity.
- Demonstrated experience working with animals in a pet boarding facility with proven knowledge of kennel/cattery operations.
- Excellent animal handling and husbandry skills with a good understanding of animal behaviour.
- Demonstrated ability and knowledge of positive reinforcement methods.
- Ability to strictly follow animal handling procedures as failure to do so may result in scratches, bites, lacerations and/or other injuries.
- Ability to strictly follow policies and procedures regarding WH&S, zoonotic diseases, controlled drugs, chemical use and body waste products.
- Ability to work with animals that may display unpredictable or adverse behavioural traits.
- Sound knowledge and understanding of dog behaviour.

General Competencies

- Highly reliable, organised, self-motivated, enthusiastic and mature minded.
- Excellent verbal, written and time management skills.
- Ability to be flexible in working arrangements and hours and be able to work weekend or holiday shifts.
- Abide by Beau's policies and procedures and animal welfare standards.
- Demonstrated ability to work supervised, unsupervised and as part of a team.
- Excellent customer service, communication and problem-solving skills.
- A willingness to work across different areas of the business as required.
- Exposure to hair, dust, noises and odours and must be free from animal related allergies.
- Knowledge of Code of Practice for the Operation of Boarding Establishments.
- Interest in supporting and guiding other team members in the course of their duties.
- Interest in making and implementing continuous improvement suggestions.

Qualifications/Licences

- Relevant tertiary qualifications, in Companion Animal Care (Cert III or above) or a related discipline (or currently completing), strongly preferred.
- Formal dog training or grooming qualifications are desirable.
- Experience in a dog daycare facility is desirable.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system.
- Undertake national police check prior to commencement and every 3 years thereafter.
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required.
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

Signature

Print Name

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Approved by Manager

Signature

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■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.