

## Animal Attendant Level 2 - Beau's Pet Hotel

<b>Position Level</b>	Team Member	<b>Department</b>	Beau's Pet Hotel
<b>Location</b>	Adelaide	<b>Direct/Indirect Reports</b>	Nil
<b>Reports to</b>	Designated Team Leader (Animal Attendant Team Leader or 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

The role of Animal Attendant is to provide general care to dogs and cats while at Beau's Pet Hotel. The Animal Attendant will work closely with other members of the Beau's Pet Hotel team to ensure the standards of care expected are maintained for every animal when on shift as an Animal Attendant in Boarding and/or Day Care as Pen Attendant, or Runner or as a Trainer.

### ■ Position Responsibilities

#### Key Responsibilities

##### General

When rostered on any shift Animal Attendants are required to:

- Use positive reinforcement methods in interacting, moving and restraining pets. Ensuring they are handled properly and with compassion at all times, regardless of situation or circumstances.
- Report all stock level requirements to the Team Leader.
- Provide safe movement of pets in and around the facility.
- Ensure safe management of pet guest and owner personal items.
- Carefully monitor pets' mental and physical health and wellbeing at Beau's Pet Hotel and immediately advise your Team Leader should any concerns arise.
- Report WH&S concerns, incidents and near misses to your Team Leader.
- Adhere to Guide Dogs / Beau's Privacy Policy.

- Take photos of pets for marketing/social media if asked to do so by Marketing or a Team Leader using a company provided device
- Protect dogs from distress or injury caused by other dogs.
- Participate in performance reviews and development plans.
- Provide exceptional customer service to clients during drop off and pick up of their pets.
- Ensure the safe management of dogs in group/shared environments.
- Ensure dogs are managed and supervised at all times.
- Make process improvement suggestions and positively implement solutions.
- Participate in all training relevant to the Animal Attendant role.
- Undertake any other relevant related tasks, as required, including being deployment to other areas time to meet operational needs.

## Boarding

When rostered as an Animal Attendant in Beau's Boarding facilities (Cattery, Dog Luxury and Classics areas), undertake the following additional responsibilities:

- Preparation, cleaning and sanitising of kennel suites, cat condos and other enclosures / areas as required.
- Efficient removal and management of waste products and sanitation of waste areas.
- Basic grooming in the form of bathing, drying, brushing, combing, for pets in boarding.
- Cleaning and sanitation of bowls and delivery of food to pets in support of the Senior Animal Attendant and Animal Attendant Team Leader.
- Provision of routine mental & physical enrichment activities and specialised care to all pet guests.
- Completing laundry duties where required.
- Maintain clean, tidy and sanitised kitchen, preparation areas, cabinets and storage units.
- Work in animal isolation areas when required.
- Provide support to the professional grooming service including bathing, drying, brushing/combing and clipping.
- Notify the Senior Animal Attendant regarding the status of suite cleaning, rotations, food preparation/delivery and scheduled services.
- As required, 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 are no medical or health concerns.
- Escalate any pet health concerns to the Team Leader immediately.

## Doggy Day Care

When rostered as an animal attendant in Beau's Doggy Day Care, undertake the following in addition to the general responsibilities:

### Pen Attendant

- Supervise dog temperaments, behaviour, welfare and interactions within allocated yard at all times, report any abnormalities to the Senior Daycare Attendant immediately.
- Set up yards at the commencement of an open shift and ensure cleaning equipment is available for use.
- Provide exceptional customer service to clients when assisting the Senior Daycare Attendant during drop off and pick up times.
- Assist in walking Daycare dogs around the facility, transferring between boarding suites and outdoor yards.
- Monitor dogs toileting, report any soft stools or abnormalities to Senior Daycare Attendant.
- Intervene when dog behaviour is undesirable, ensure constant communication with Senior Daycare Attendant and/or Daycare Team Leader.
- Calling code red when immediate help/action is required in Daycare yard.
- Ensure that dogs in Daycare have required breaks/exclusion throughout the day.
- Take quality and appropriate photos of all dogs in allocated yard for pawgress reports.
- Ensure dogs are enriched and interacted with during Daycare.
- Ensure water bowls are filled with fresh, clean water at all times.
- Monitor and maintain cleanliness of yards throughout day, ensuring animal waste is promptly removed.
- Participate and assist in Daycare events, activities, themes and promotions as required.
- Ensure yards are adequately cleaned and sanitised at the end of each day with reference to standard operating procedures.
- Undertake steam cleaning as required.
- Assist Senior Daycare Attendant with Day stay dogs as required.

## 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 as you will be trained to use our 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.
- Experience in a dog daycare facility is desirable.

## 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.

## Qualifications/Licences

- Relevant tertiary qualifications, in Companion Animal Care and or training (Cert II minimum) or a related discipline, strongly preferred.
- Valid Driver's Licence to drive in South Australia

## ■ 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 a 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

Approved by Manager

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Signature

## ■ 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.