

Animal Care Mentor Job Description

Purpose of the post:

The Animal Care Mentor carries out the daily duties of an animal care assistant but holds additional responsibilities for training and mentoring animal care staff and volunteers. They also support the Centre Manager/Supervisor in the day to day running of the centre.

Duties and Responsibilities:

Animal Care

- Responsible for the day-to-day care of all animals, including the cleaning and maintenance of their accommodation, feeding, exercising and grooming.
- To deliver the required training and behaviour modification programmes to all applicable animals, adhering to NAWT's approved positive reinforcement training methods.
- Maintain accurate paper and electronic records to include admission, rehoming, behaviour and veterinary information.
- To ensure that any animal illness, injury or behaviour issues are recorded and reported immediately to the centre management team.

Animal Intake and Rehoming

- Positively promote all homing services, including home direct and short-term fostering opportunities.
- Ensure a compassionate, empathic, and non-judgemental approach is taken with all members of the public needing to relinquish their pet.
- Inform customers of our rehoming procedures, give advice to those wishing to rehome a pet and assist customers with any homing enquiries, providing accurate information to ensure a thorough matching process is adhered to at all times.
- Ensure animals available for homing are advertised in a positive and professional manner, focusing on evidence based matching criteria.
- Ensure all paper and electronic details are updated in a timely manner and animal information recorded where required.
- To arrange and manage animal introductions with potential owners and animals available for homing.

Additional Responsibilities

- To be actively involved in the induction and training procedures for new animal care staff and volunteers.
- To ensure all homing and matching procedures are being adhered to when responsible for centre operations.
- To be a point of contact to answer any queries/situations as they arise, in the absence of the centre manager or supervisor.
- To ensure the end of day routine is completed, all areas left secure, and all information is recorded and available for the following day.
- To take on any administrative duties as required.

Other Duties

- To be welcoming to customers visiting the Centre, informing them of our procedures and being helpful at all times whilst delivering exceptional customer service.
- To positively promote and contribute to centre fundraising activities.
- Responsible for keeping all areas of the centre clean and tidy.
- To continually maintain professional and collaborative working relationships with all colleagues.
- To ensure volunteers are made welcome and are supported during their time on site.



- To ensure that accurate written and electronic records for animals coming into and leaving the site are updated when necessary.
- To assist in other areas of centre operations when staffing levels require.
- Attend any meetings as requested, contributing positively and collaboratively.
- Attend relevant training and personal development opportunities to fulfil the requirements of the ACA role.
- To adhere to all NAWT policies and procedures and assist the organisation in developing, implementing, and monitoring them, including Equal Opportunities and Health & Safety policies.
- To carry out any other duties relevant to the post as directed by the Supervisor or Board of Trustees.

PERSON SPECIFICATION		
Experience / Skills	Desirable	Essential
Experience of working or caring for animals in an employment/voluntary environment.		Yes
Experience of training and coaching others		Yes
Excellent communication, customer care and interpersonal skills.		Yes
Proven experience of taking on additional responsibility and using initiative		Yes
IT skills to include Microsoft Word, Outlook and Excel.		Yes
The ability to work on your own and as part of a team.		Yes
Hold a full, clean driving licence		Yes
Some experience of administration tasks and good organisational skills, especially the ability to prioritise workloads.	Yes	
Some knowledge of animal behaviour.	Yes	
Experience in a customer service environment	Yes	

THE PERSON
The successful candidate will be hard working, reliable, good humoured and a strong team player. They will have an aptitude for dealing with people and promote the importance of excellent customer service. They will have an affinity with animals but will be able to take an objective view on the care of the animals for which they are responsible. They will be calm and assured under pressure and be able to deal with any given situation. A uniform is provided and must be worn during working hours.

THIS JOB DESCRIPTION IS NOT EXHAUSTIVE