

LOVE WITHOUT LIMITS



Edinburgh

**Dog
&
Cat**

Home

Full Time Animal Welfare Carer

Application Pack





WHO WE ARE

Here at Edinburgh Dog and Cat Home, we strive to make sure that every pet has the loving home it deserves, and we get our claws into our cause.

OUR MISSION

Sometimes caring for dogs and cats in the unconditional way they love us means taking them in, but sometimes, dog and cat rescue means keeping them exactly where they are. If a pet already has a loving home, we want to keep them there whenever possible.

This sometimes means helping out owners whose circumstances have changed through our Pet Foodbanks or by raising awareness of pet poverty to support lasting change. So rather than take them in and help them find a new home, we want to keep them where they're already loved.

We're a small but dedicated team united by our unconditional love of animals and our dedication towards their care, whatever it takes.



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ROLE DESCRIPTION

SUMMARY OF ROLE

Working within a highly focused small team, the animal welfare carer role is vital to the running of the Edinburgh Dog and Cat Home operations. As an animal welfare carer you'll work to the Home's code of practice and Health and Safety guidelines, to provide exemplary daily care for the dogs and cats and educate potential new owners and the general public in the care and welfare of their animals, establishing excellent customer relations for the Home.

The role requires a high standard of work with attention to detail and strong understanding and approach to animal welfare.

KEY RESPONSIBILITIES

Animal Welfare

- **Prepare and provide food and water for dogs and cats in the kennel/cattery area.**
- **Clean, disinfect and maintain high standards of hygiene and cleanliness of the kennels, cattery, and general work areas in line with procedures.**
- **Attend to the hygiene and grooming of the dogs and cats.**
- **Work with the animals in a calm and controlled manner.**
- **Ensure all dogs are weighed as appropriate each week and feeding plans developed.**
- **Attend to the exercise and socialising of dogs as required.**
- **Assist in the handling of dogs for the purpose of examination and treatment.**
- **Work in collaboration with our Dog Trainer to ensure enrichment activities are being rolled out appropriately and training plans are in place.**
- **Reporting any concerns or observations to Kennel Management team where these arise immediately.**

Knowledge and understanding

- **General understanding of the needs of the animals who require care and support**
- **Respect for the rights of our customers. Understanding the importance of giving care and support centred on the individual needs and wishes of each customer**
- **Understanding of why confidentiality is important.**

Communications and working relationships

- **Work in collaboration with other members of the team to ensure seamless animal care and customer relations each day.**
- **Engage and support volunteers when they are working on site to support, provide direction and help when required.**
- **Support new members of staff settle into the organisation, providing direction as required.**
- **Raise any concerns or issues with the Operations Team Leader**

Customer Service

- **Working with members of the public as part of the rehoming process, providing a high level of customer service throughout**
- **Answering any queries with evidence and knowledge, seeking support where necessary**
- **Dealing with any difficult or conflict-based situations professionally, seeking out a senior member of staff immediately in a calm manner**
- **Providing a friendly, open and warm atmosphere for rehoming interest**
- **Ensure you are aware of the animals available for rehoming and any necessary background information.**

Administration

- **Assist in the upkeep of animal records.**
- **Manage kennel records daily including the weights and feeding plans for the dogs or cats under your care.**
- **Reporting of hazards / instances in a timely manner**
- **Keeping activity records up to date**

Working Environment

- **Shift work including early starts and weekend working.**
- **Physically demanding work such as cleaning out kennels, exercising animals, lifting and carrying supplies etc.**
- **Working outside in all weathers**
- **Handling potentially emotional situations**

Health and Safety

- **Follow all health and safety rules and procedures and ensure all accidents and incidents are reported immediately to the Operations Team Leader or Animal Welfare Operations Manager.**
- **Ensure that the Kennel and Cattery enclosures are safe and secure at all times.**
- **Handling emergencies**

Additional

- **It is the responsibility of each individual member of staff to ensure that they are aware of and up to date on all company policy and procedures.**
- **Adapt to new ways of working and supporting new services.**
- **Any other ad hoc duties required of the role, as directed by the Operations Team Leader.**

PERSON SPECIFICATION

	Essential	Desired
Education & Training	<ul style="list-style-type: none">• Educated to SQA level or equivalent	<ul style="list-style-type: none">• Animal welfare qualification
Experience	<ul style="list-style-type: none">• Experience (paid or unpaid) of working with dogs and/or cats• Confidence in handling all breeds and temperaments of dogs and cats	<ul style="list-style-type: none">• Previous experience in kennel/cattery environment• Experience of dealing with the general public
Skills & Knowledge	<ul style="list-style-type: none">• Ability to communicate well with colleagues and customers• Ability to read and follow procedures and guidelines• Ability to work in an emotionally demanding environment, applying pragmatism and empathy to potentially difficult situations	

Personality

- Interest and passion for welfare of dogs and cats
- Team player, with ability to work well with others in a small, highly effective team
- Confidence in and ability to deal with people at all levels
- Outgoing and positive character
- Approachable and open to hearing others ideas and work requirements
- Well-presented and confident

Other requirements

- Ability to cope with hard, physically demanding outdoor work in all weather conditions
- Willingness to undertake training if required
- Drivers License

Full-time role with a salary of £26,208 annually for 40 hours per week,

Shift work, including weekends, is involved.

Reporting to: Operations Team Leader

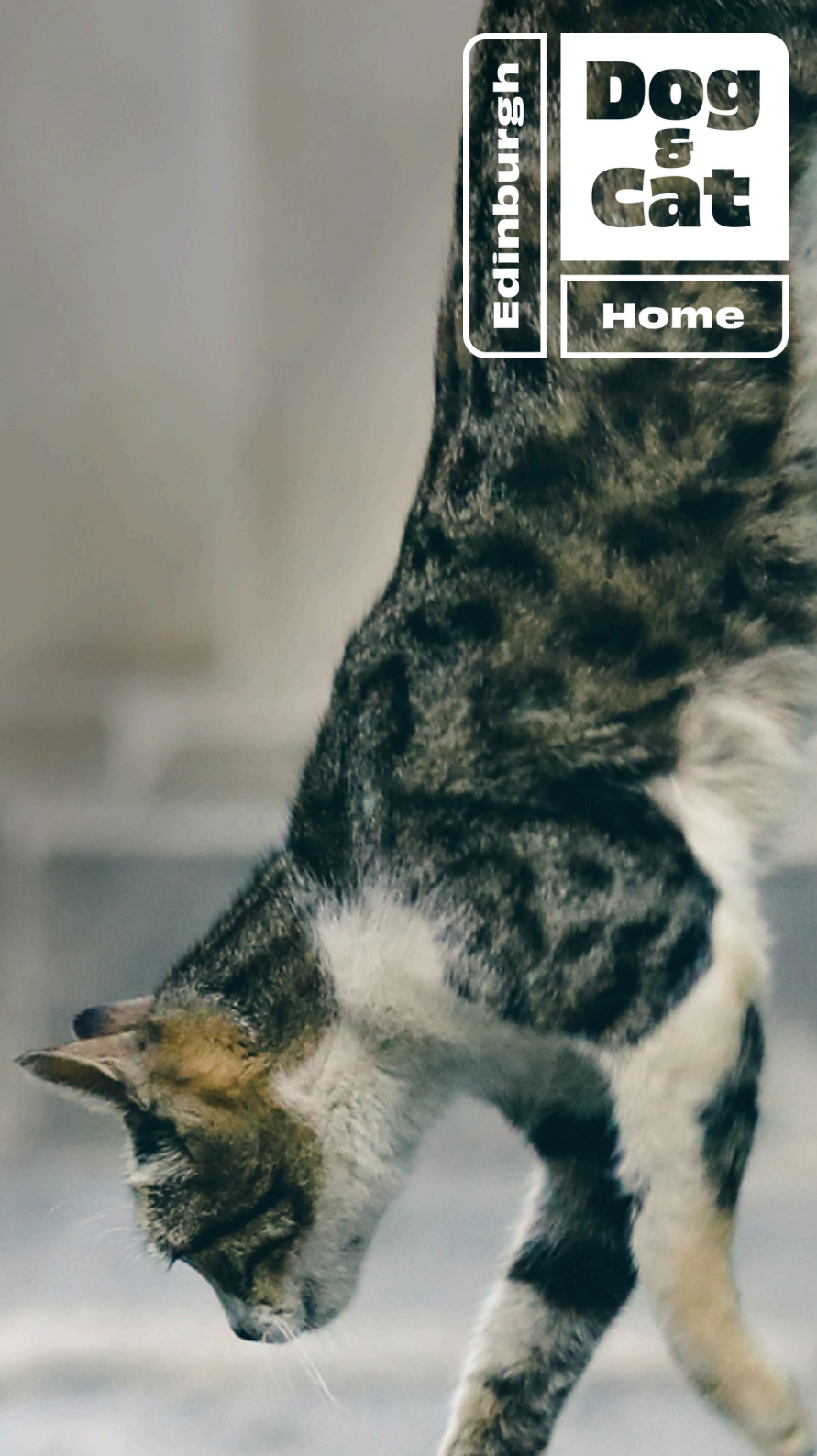
Staff Benefits:

- **Enhanced holiday + bank holidays, increasing with length of service**
 - **Life Insurance**
 - **Uniform allowance**
 - **Enhanced maternity**
 - **Generous pension scheme**
 - **Employee Assistant Programme**
 - **Staff wellbeing program**
 - **Winter flu vaccinations**
 - **Social team events**
 - **Discounted pet insurance**
 - **Charity worker discounts**
- +Many more**

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HOW TO APPLY

Submit your CV and a covering letter to recruitment@edch.org.uk