



MANCHESTER & CHESHIRE DOGS' HOMES

Job Description

Main Job Parameters

Job Title: Home Assistant

Department: Cheshire Dogs' Home – Kennels

Accountable to: Home Supervisors and Managers

Main Responsibilities

Provide care to animals in the Home, establish good customer relations and maintain administration procedures in use

Key Tasks and Responsibilities

- To work within agreed Homes policies, procedures and working practices when providing canine husbandry
- Clean, disinfect and maintain to a standard of cleanliness set by the management – animal accommodation, isolation and exercise areas, food preparation, laundry, storage, treatment and destruction facilities, reception, staff and public facilities (including toilets and outside areas) and to ensure the Home and its areas are secure at all times
- Carry out daily checks on the dogs under your care, reporting any abnormalities upwards as appropriate
- Attend to the needs of individual dogs including – exercise, grooming, treatments and medications as directed, routine canine behaviour monitoring / assessment prior to rehoming
- Monitor the mental and physical well being of dogs within the kennel environment, to ensure dogs are fit and healthy; referring potential issues upwards as appropriate
- Responsible for maintaining behavioural responses within the kennel environment, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits. Identifying and referring potential handling or behavioural issues upwards as appropriate
- Maintain / monitor daily health records and general administrative duties in relation to the kennels and the dogs under your care
- Attend to the needs of the client/customer/general public in an appropriate manner and in line with the Homes policies and procedures
- To support trainees and volunteers whilst carrying out day to day tasks in the kennels to ensure consistency of training
- Operating as a team member and working with colleagues, supervisors and managers within and outside of your department to fulfil the needs and goals of the Home
- To undertake other duties as required by the management team

Security, Upkeep of Equipment and Health and Safety

- Regular checks for defects or deficiencies within the kennels or the equipment within to Line Management
- Ensuring that the buildings associated with the Home and their surroundings are maintained in a tidy and presentable standard
- Ensuring the security of facility entrances, buildings and contents at all times
- You are to ensure that the Homes Health and Safety and COSHH assessments, including those applicable to drugs and chemicals used in the Home are adhered to by yourself, reporting of any accidents or incidents promptly and correctly in accordance with the Homes procedures
- To ensure that you use the appropriate protective clothing when necessary and to raise to a Line Managers attention if this is not the case
- The safekeeping of stock cupboard keys and to ensure that all cupboards are locked when not in use
- You are to ensure that all clinical waste is disposed of in the appropriate containers
- While at work all staff are required to:
 - Take care of their own health and safety and that of others who may be affected by their acts or omissions
 - Co-operate with the Homes policies and procedures for Health and Safety
 - To treat the property / equipment of the Home with due respect and care
 - To minimise wastage of resources within the Home

General

- Under no circumstances must daily routines or procedures be changed without prior agreement of the Home Manager
- You are to undertake other duties within your competence and training as required and directed by management
- The Homes policies or procedures are not to be discussed with or within earshot of the general public, volunteers or anyone not employed by the Home
- You are required to adhere to all policies, procedures and directions as provided by the Home or Line Managers

Progression

Upon completion of probationary period and with satisfactory performance and appraisals Home Assistants may be invited to undertake training for further skills to enable them to apply for promotion when it is available:

- To complete preventative treatments (vaccinations, worming and flea treatments)

- To implant microchips
- To assist with canine first aid situations
- Carrying out specialist care under guidance for specific categories of dogs including:
 - Puppies and Pregnant or whelped bitches
 - Assessment dogs
- Team leading skills
- Reception skills
- Staff training and coaching skills
- Further knowledge of the Homes Health and Safety procedures
- To assist with work in the community

Job Context

- Work is assigned by Line Management
- Work is carried out within general guidelines and relevant Home policies and procedures.
- Work is assessed through regular one to one meetings and appraisals with Line Management
- The post holder is part of the frontline staff providing care for the dogs, maintaining good customer relations and projecting a professional image for the Home
- Post holders need to be aware that the role is physically challenging / demanding
- Post holders need to be aware that promotion or department transfers should not be applied for until probation period and training is completed successfully

This Job Description is a statement of the job content as of August 2019. It should not be seen as precluding future changes.

Job Holders Signature_____ Date_____

On Behalf MDH _____ Date_____

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Person Specification for Home Assistant

	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • Literacy and numeracy • Able to understand written documentation and keep accurate records 	<ul style="list-style-type: none"> • NVQ Level 2 in Animal Care or equivalent
Experience and Job Knowledge	<ul style="list-style-type: none"> • Experience of working with the general public • Working as part of a team 	<ul style="list-style-type: none"> • Experience of working in a kennel environment • Knowledge and experience in animal behaviour and husbandry as it relates to dogs • NVQ Level 2 in Customer Service or equivalent
Skills and Competencies	<ul style="list-style-type: none"> • Strong interpersonal skills as evident by past experience and able to communicate in both writing and verbally 	<ul style="list-style-type: none"> • First aid at work qualification or willingness to be trained • Manual Handling training • Computer related skills • Staff coaching / mentoring techniques
Personal Qualities	<ul style="list-style-type: none"> • Resilience to stress and emotionally strong • Good communication skills (written and oral) • A confident and sympathetic attitude towards animals and the general public • Desire to work with dogs 	