

POSITION DESCRIPTION



POSITION TITLE:	Animal Enrichment Coordinator
LOCATION:	Auckland Centres – Mangere and Hobsonville
REPORTS TO:	Animal Services Manager
DIRECT REPORTS:	N/A

PURPOSE: Develop, implement, maintain, and regularly review an evidence based species specific enrichment programme that includes a range of effective behavioural, and environmental enrichment initiatives. The programme aims to have a positive impact on the welfare and wellbeing of SPCA companion animals by minimising stress, building resilience, and decreasing the occurrence and severity of behavioural problems, without compromising the safety of employees, volunteers and visitors.

Support the Animal Services, Hospital and Foster Teams to provide a high standard of care to SPCA animals, based on current evidence based knowledge and methods, to ensure welfare and wellbeing is maximised to facilitate the best possible stay and outcome for each animal.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Develop species specific enrichment programmes.	<ul style="list-style-type: none">• In consultation with applicable team members and consulting behaviourists & trainers, ensures an evidence based enrichment programme is developed for each companion animal area that includes beneficial elements of sensory stimulation, environmental predictability and control (e.g. critical touch points for canines), suitable social interactions (conspecific and allospecific), and behaviour modification plans.• Ensures the enrichment programmes incorporate age and stage specific elements (e.g. critical socialisation period, perinatal, gestation, geriatric).• Ensures the enrichment programmes include appropriate links to other key practices, such as the behavioural assessment process, incoming animal process, fostering, adoptions, and staff and volunteer training.• Develops an action plan, to be approved by management, which outlines timeframes and priorities for implementation of the enrichment programme including facility modification recommendations (e.g. pheromonotherapy and aromatherapy distribution mechanisms), resource requirements (e.g. additional staff/volunteers, equipment for set up of areas), and a schedule for writing associated 'How tos'.

	<ul style="list-style-type: none"> • Ensures subsequent cost proposals, for associated facility modifications and resource procurement, are prepared for consideration and approval in a timely manner. • Ensures that SPCA's Animal Welfare Operating Standards (AWOS) are being met at all times, or highlight to your direct report where we are unable to meet the requirements so appropriate actions can be considered. • Assists with the development and implementation of standards for animal care and ensures these are consistently provided and reported on regularly.
<p>2. Implement and maintain enrichment programmes.</p>	<ul style="list-style-type: none"> • Actively participates in the implementation of enrichment initiatives with companion animal species (see team integration). • Ensures the approved enrichment programme and action plan is presented to the relevant team in a clear and structured way that ensures team members understand what, why and how the programme works. • Actively participates in the training and assessment(s) of team members and ensures effective, consistent and compliant activation of the enrichment programme by staff and volunteers. • Ensures all enrichment activities and outcomes are documented to facilitate effective measurement of interventions. • Provides support for the implementation of approved facility changes and resource procurement as necessary (e.g. research options/suppliers). • Ensures enrichment equipment and consumables are managed according to the approved plan and within safe/optimal operating procedures (e.g. Adaptil or Feliway concentrations). • Ensures timeframes, milestones and priorities, approved in the enrichment action plan, are achieved.
<p>3. Review enrichment programmes.</p>	<ul style="list-style-type: none"> • Reviews the enrichment programme at least annually to incorporate new research, recommended best practice within the industry, evaluations of the initiatives, and feedback from the relevant team and consulting behaviourists / trainers. • Presents recommendations for additions/changes of the programme to management, with an applicable action plan covering cost, time and resource requirements.
<p>4. Team integration.</p>	<ul style="list-style-type: none"> • Follows the behavioural assessment process for canines, felines and small animals to ensure that appropriate species enrichment plans are developed that can be tailored for the animals age, stage, and behavioural needs as identified through the behavioural and health assessment processes.

	<ul style="list-style-type: none"> • Ensures the allocation of responsibility for the hands-on application of enrichment and/or behaviour modification plans, is agreed upon by the relevant Team Leader and the Enrichment Co-ordinator. • Ensures individual plans are documented and monitored, providing evidence of progress made and useful information for adoptions. • Works with the Volunteer Liaisons to develop, recruit, train, and retain volunteer enrichment roles that effectively support the enrichment programme (e.g. 10am – 2pm coordinated enrichment activities). • Works effectively with the Foster Coordinators and Science Team to ensure a Puppy & Kitten Socialisation Programme is developed, which can be implemented at the village and supported through the foster programme, to maximise the opportunities for young animals during their critical socialisation period and minimise any risks from potential deficits or stress. • Works with the Foster Coordinators to develop the foster programme to extend and support the enrichment programme (e.g. day trips, neonate programs). • Works with the Farm Team to assist with development of stock, horse and poultry enrichment plans
<p>5. Contribute to a high performing, cohesive, capable and competent team (staff and volunteers), and deliver high standards of performance at all times.</p>	<ul style="list-style-type: none"> • Provides a high standard of care to all species consistent with the 5 Freedoms and reflecting current best practice. • Makes a positive contribution to team performance and morale by acting with integrity, compassion and dedication. • Contributes to the integration and support of volunteers within the Animal Service Teams. Volunteers feel valued and are recognised for their contribution. • Contributes to the achievement of negotiated team and individual KPI's. • Completes all administrative and reporting requirements in an accurate and timely manner. • Complies with all SPCA policies and procedures and takes correct action where non-compliance is identified (e.g. addresses situation and/or notifies Team Leader). • Ensures all enrichment plans, activities and practices comply with relevant legislation and SPCA processes including Infection Control, and Animal Health and Hygiene processes. • Communicates respectfully with staff and volunteers, providing guidance, constructive feedback and encouragement to ensure they are active and effective participants in the enrichment programme.

	<ul style="list-style-type: none"> • Ensures safety, support and wellbeing of volunteers working in your department. • Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner. • Professional in all interactions with SPCA volunteers. • Attends team meetings as required. • Contributes towards the achievement of strategic and operational goals of the SPCA. • Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.
<p>6. Supports process improvement groups and projects across the organisation to improve organisational performance.</p>	<ul style="list-style-type: none"> • Actively participates in these groups and work collaboratively with all members of staff to achieve goals. • Carries out project work as requested.
<p>7. Actively contributes to Health & Safety</p>	<ul style="list-style-type: none"> • A safe and healthy working environment is maintained at all times. • Establish and comply with Health and Safety legislation and regulations. • Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace. • Contributes towards the development and implementation of policies and procedures that ensure compliance with the Health and Safety at Work Act (2015). • Is aware of and can identify hazards and risks to which the organisation may be exposed and takes appropriate action accordingly. • Has knowledge of and is able to apply emergency procedures. • Ensures all enrichment plans, and activities do not place staff or volunteers at risk (incorporate a health and safety risk assessment).
<p>8. Carries out other duties as required from time to time.</p>	<ul style="list-style-type: none"> • As requested, works with other departments, and participates in activities and initiatives that are intended to improve SPCA performance, culture and sustainability at a local and national level. • Provides support for the efficient and effective operation of animal welfare prosecutions by the SPCA if required. • Provides support and assistance to SPCA events and campaigns as requested. • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Consulting behaviourists / trainers
- Other Animal Welfare Agencies
- Members of the Public

PERSON SPECIFICATION:

Qualifications and Experience

- Applicable tertiary qualification e.g. animal welfare, training and behaviour.
- Evidence based knowledge regarding enrichment in a kennel, cattery or shelter environment.
- Experience and evidence based skills in animal behaviour, training and shelter care.
- Experience working as an effective and positive team member.
- Full, current New Zealand driver's licence.

Skills and Knowledge

- Excellent written and oral communication skills, including report writing, development of written procedures, the delivery of training and presentations.
- Demonstrated problem solving abilities, including conflict resolution.
- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.

Personal Attributes

- A commitment to high quality work and professionalism.
- Highly organised with the ability to prioritise, multi task and meet expected deadlines.
- Good inter-personal skills - ability to build rapport with staff, volunteers, other stakeholders and suppliers.
- Ability to manage confidential information with responsibility and integrity.
- Ability to manage stress and handle emotional situations while retaining empathy.

