



SPCA Windhoek

POSITION DESCRIPTION TITLE: Feline Care Coordinator
DEPARTMENT: Admin, Animal Care and Community Outreach

JOB SUMMARY:

The coordinator roles at the SPCA are crucial in the efficient running of our operations and the care we provide the animals in our shelter and beyond.

General: Responsible for communicating and assisting the public, potential adopters, adopters, and volunteers with inquiries, requests, and client relations. Employee will maintain records, enter data, transactions, and file information and documentation. Employees will also be trained in the adoptions functions of the shelter, and will be expected to maintain all tasks at the reception.

Feline Care: Employee is responsible for overseeing the overall well-being of the cats and small animals in our care, behavioral assessments, care plans for the cats, intake procedures, reducing length of stay, innovative adoption efforts, and cat foster caregivers. Employee is expected to spend time with the animals in order to help match clients with shelter animals.

Employee supervision: Responsible for supervising the Feline Animal Caretakers, performance, and scheduling.

Other: Responsible for the SPCA shops, going to markets for awareness and adoption efforts. Morning, evening, and weekend work will be required; Saturday availability is required.

REPORTS TO: Director of Operations
SUPERVISORY RESPONSIBILITIES: Feline Animal Caretakers

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Administrative:

1. Ensure that paperwork and records are entered and maintained accurately and that database information is updated
2. Organize and maintain good order of original copies, forms, and documentation
3. Learn and use the descriptive identification used by SPCA, and develop a current working knowledge of animal physical and behavioral indicators
4. Develop a basic working knowledge of the SPCA's procedures, guidelines, and protocols for the safe handling of animals
 - a. Legal and statistical reporting procedures, and veterinary protocols
 - b. Understand and comprehend SPCA's Animal Care Standard Operating Procedures (SOPs)
5. Oversee the SPCA inventory and report/order necessary product needs
6. Accurately complete all animal intake, lost and found, vaccination, medical procedure, microchip and adoption paperwork
 - a. Ensuring the registration of all microchips and filing of information



7. Maintain accurate animal information and records in database
8. Retrieve general voicemail messages and respond to calls and/or forward them to the appropriate department
9. Keep current records and take booking orders for boarding animals from clients
10. Participate in staff meetings to share ideas and suggestions for improving the quality of the organization as a whole
11. Maintain, schedule and regularly communicate with volunteers and foster caregivers in person and on select platforms
12. Keeping contact records up to date
13. Post, take photos, and communicate on social media platforms in relation to the SPCA animals and educational messages
14. Keep adoption profiles of animals up to date on the website
15. Report any urgent matters, concerns, observations regarding matters on the premises or in media and social media to assigned manager
16. Dispatch animal inspectors to cases
17. Responsible for submitting monthly reports to management
18. Assist in keeping the office areas neat and clean

Adoption Counseling and Community Outreach:

1. Explain SPCA adoption policies and procedures to potential adopters
2. Use customer service skills to facilitate potential applications in a positive manner in support of SPCA mission and objectives
3. Conduct adoption and behavior consultations
4. Ensure that all adoption related literature is assembled prior to the adoption consultation
5. Review all pertinent information on the application with the potential adopter privately
6. Conduct all post-consultation activities prior to the adoption
7. Maintain a complete and accurate file regarding all actions associated with the adoption
8. Ensure that the completed adoption contract is at the shelter prior to the adopter's scheduled pick-up time
9. Advise shelter personnel of the pick-up time as well as any required pre-adoption medical procedures
10. Arrange transfer of veterinary records from the previous owner to the new adopter if appropriate
11. Conduct all final adoption processes
12. Ensure that all required actions are completed prior to releasing the animal to its new home
13. Conduct consultations for owner surrendered animals and stray animals
14. Document a complete personality profile of the animal
15. Discuss the adoption potential of the animal and gather detailed information on the history of the surrendered animal
16. Conduct adoption follow-ups and provide support when needed
17. Conduct tours and give instructions to visitors as needed



18. Coordinate/supervise off-site adoption events and SPCA outreach efforts, whether organized by the SPCA, hosted by a third-party company, or at relevant markets
19. Coordinate the implementation, placements, and communication of SPCA's Working Cat Program

Animal Care:

1. Provide affection and socialization to all animals on a regular basis, including walking dogs as needed
2. Examine animals entering the shelter
3. Accurately evaluate the medical status of an animal to determine whether it is stable and can remain in the shelter
4. Conduct dog meets and playgroups as needed
5. Assist with feed, water, groom, and medicate animals on a daily basis, while monitoring the physical condition and behavior of each animal
6. Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility
7. Ensure proper identification is placed on each individual animal/cage/kennel where applicable
8. Conduct and accurately record behavioral assessments
9. Responsible for feline enrichment program
10. Facilitate ASAD and TNR efforts with clients and in-house management and scheduling with the veterinary team
11. Responsible for reporting any health observations of cats and small animals to the veterinarian, and management if no veterinarian is present
12. Keep up with best practices of feline care and liaise and bring forward suggested updates and improvements to the SPCA's cat programs

Financial:

1. Accept and process monetary and in-kind donations from the public, thank the donor and forward notices of donation to the management
2. Accurately process cash, check and credit card transactions, adhering to SPCA accounting policies
3. Assist clients with retail item purchases, maintain inventory and ensure displays are stocked and orderly
4. Daily closing of cash box with assigned staff
5. Write and send thank you notes to donors and sponsors

Shop Lead:

Overseeing the activities related to the SPCA's PAW-sitivity Charity Shop and in house pet supply shop.

1. Organize incoming items and merchandise to make sure the shops and items are neatly displayed and presented



2. Maintain accurate and regular inventories
3. Assist with ordering as applicable
4. Advertise shop items
5. Liaise with donors, suppliers, and clients in relation to the shops

Supervisory Responsibilities:

1. Responsible for the supervision of two (2) Feline Animal Caregivers, including:
 - a. Scheduling
 - b. Performance evaluations
 - c. Disciplinary actions
2. Ensure staffing is adequate, and step in if no employee is available, for whatever reason
3. Communicate with management and team leads as necessary for any scheduling changes
4. Create growth and training opportunities for supervisees
5. Supervise and coordinate volunteers/foster caregivers and volunteer activities
6. Fill-in for other coordinators and team leads as necessary

Inspectorate:

Whilst the Inspectorate activities of this position will be secondary, the SPCA is aiming to expand our ability to respond to and conduct animal cruelty investigations. In this position it will be an expectation of the employee, with training provided by the SPCA to:

1. Complete training and maintain skills to become/remain a Certified Inspector
2. Assist in animal cruelty complaints by conducting response, investigation, and follow-ups as applicable
3. Liaise with the Animal Inspectors and management on animal cruelty cases and investigations
4. Complete case and reports as applicable
5. Willing to provide affidavits and recount witness testimonies in court if needed
6. Ability to take the emergency phone when needed as determined from time to time

POSITION SPECIFICATIONS:

1. Required:
 - a. Namibian citizen or domicile
 - b. Grade 12 qualifications or equivalent
 - c. Fluent in English
 - i. Good writing skills
 - d. Proven ability to handle multiple tasks in a busy workplace environment
 - e. Ability to accurately perform basic mathematical calculation
 - f. Understanding of humane care and treatment of animals
 - g. Valid Namibian driver's license

