



SPCA WINDHOEK JOB VACANCY

POSITION DESCRIPTION TITLE:	Animal Caretaker
DEPARTMENT:	Animal Care
EMPLOYMENT TERMS:	Fixed Term Employment with opportunity for long-term employment
DATE:	Opened 12 April 2024, open until filled

JOB SUMMARY: Responsible for daily cleaning, feeding, exercise, enrichment, and provision of any medical treatments to the animals in our care, as per the veterinarian's instructions. Employees will also be expected to assist staff and the public with handling animals and keep the various areas of the shelter clean. Weekend work will be required; Saturday and Sunday availability is required. [OBJ]

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Animal Care and Cleaning:

1. Ensure that all animal kennels, cages, and public places are clean, sanitary, and comfortable.
2. Clean animal enclosures every morning, and evening if required.
3. Feed, water, groom, and medicate animals daily.
4. Monitor and observe the physical condition and behavior of each animal daily and report findings to the applicable parties.
5. Provide daily enrichment to animals.
6. Take dogs for walks daily.
7. Provide affection and socialization to all animals regularly and as requested.
8. Accurately evaluate the status of an animal to determine whether it is stable and can remain in the shelter.
9. Conduct dog playgroups as needed.
10. Help train dogs as needed and per the organization's approved methods.
11. Transfer dogs, cats, and other animals between enclosures by leading or carrying them.
12. Handle and restrain animals for veterinary appointments, meet-and-greets, and whenever required.
13. Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility.
14. Participate in staff and team meetings to share ideas and suggestions for improving animal care and the organization's quality.
15. Assist Inspectors and other employees to trap, catch, collect, or release animals in the field.
16. Assist colleagues, volunteers, and members of the public as needed.

Cleaning and Maintenance:

1. Do laundry, hanging laundry, and folding laundry and store accordingly.
2. Clean and organize storerooms.
3. Daily washing and cleaning of supplies, equipment and tools.
4. Dispose of waste and hazardous waste according to the organization's procedures and schedule.
5. Ensure that garbage collection receptacles are taken out and taken in as per the schedule.



6. Ensure all gardens, walkways, and property grounds are clean and faeces-free.
7. Clean freezers and freezer rooms.
8. Clean designated staff rooms; changing room, break room, and bathroom.
9. Report and practice basic maintenance as delegated, including but not limited to painting.
10. Basic garden maintenance, including watering of plants.
11. Assist colleagues, volunteers, and members of the public as needed.

Administrative:

1. Ensure that paperwork and records are maintained accurately as displayed on kennels and all cats have clear collars.
2. Learn and use the descriptive identifications of animals used by the SPCA.
3. Develop a basic working knowledge of the SPCA's procedures, guidelines, and protocols for the:
 - a. Safe handling of animals,
 - b. Internal veterinary protocols,
 - c. Understand, comprehend, and abide by SPCA's Animal Care Standard Operating Procedures (SOPs).

Customer Service:

1. Be friendly and welcoming to clients, volunteers, and members of the public.
2. Assist clients as needed and instructed.
3. Explain SPCA's adoption policies and procedures to potential adopters.
4. Discuss the adoption potential of the animal and gather detailed information on the history of the surrendered animal.
5. Assist walk-in clients with stray animals, boarding or surrender animals.

POSITION SPECIFICATIONS:

1. Required:
 - a. Love for animals.
 - b. Friendly, polite, and professional.
 - c. High school certificate or equivalent.
 - d. Proven ability to handle multiple tasks in a busy workplace environment.
 - e. Ability to read and write in English.
 - f. Ability to accurately perform basic mathematical calculations.
 - g. Understanding of humane care and treatment of animals.
 - h. Fluent in English or Afrikaans.
 - i. Ability to understand and basic communication in English.
2. Preferred:
 - a. Animal Shelter experience.
 - b. Experience in animal care or in veterinary practice.
 - c. Other animal related experience. Especially with cats and/or dogs.



WORKING CONDITIONS:

1. Outdoors at shelter in various weather conditions, or on-location for various activities.
2. Equipment use:
 - a. Includes use of cleaning equipment, power washer, dish washing machine, laundry machine, dryer, and cleaning supplies.
3. Exposure to cleaning products and chemicals.
4. Work hours:
 - a. 45-hour full-time work week, 6 days a week.
 - b. Work hours will vary.
 - c. Early morning, evening, weekend, and holiday hours will be required.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

1. Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches.
2. The employee must frequently lift and/or move up to 50Kg.
3. The employee must frequently bend, grip and be flexible to do so.
4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
5. Ability to work around pet dander, dust and other allergens without issue.
6. Regularly required to stand and walk.
7. Requires working alone or with minimal supervision - must be self-motivated.
8. Requires patience and tact when working with difficult, emotional, or angry people or animals.
9. Must have the ability to effectively communicate; verbally and written, with a wide variety of both internal and external individuals, including the Directors, Managers, Coordinators, the staff, a volunteer workforce, partner organizations, and private citizens.
10. Requires treating people and animals in a pleasant, courteous and professional manner.
11. Adherence to SPCA's policies and philosophies.
12. Must be willing to receive Rabies vaccine and/or titers test upon request.
13. This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor and the organization. This document does not create an employment contract implied or otherwise.

SALARY: Salary will be commensurate with experience.

APPLICATION: To apply, email careers@spcawindhoek.org.na with your CV or drop off a copy at the SPCA Windhoek. Only applications that meet the application requirements will be reviewed. Position open until filled.