

HR	Position Description	 <p>Guide Dogs NSW/ACT Sight lost, freedom found.</p>
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Job Title	Canine Facilities Team Leader
Department	Guide Dogs Centre
Reports To	Canine Facilities Manager
Manages / Supervises	Kennel Staff

(x) New Job Description () Revised Job Description

1. PURPOSE OF THE JOB:

- Provide leadership to kennel staff in all Canine Facilities.
- Maintain the highest level of hygiene in the kennel environment.
- Maintain a safe working environment.
- Develop enrichment and hygiene practices to provide the highest quality of canine care.
- Induct and train staff within the facility.
- Assist Canine Facilities Manager with rosters and day to day tasks of the kennel operations.
- Deputise for the Canine Facilities Manager as required.
- Maintain a safe working environment for staff, volunteers, clients and all other stakeholders on site.

2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Provide and / or monitor facilities staff induction and training.
- Assist the Canine Facilities Manager with the supervision of kennel staff, ensuring adherence to policies and procedures.
- Liaise with puppy development advisors, trainers, instructors and the veterinary team to develop and implement processes and practices that lead to the highest standards of canine health and welfare.
- Fulfil animal attendant duties alongside facilities staff when rostered on weekend shifts.

- Oversee all daily husbandry tasks carried out by the animal attendants including but not limited to, cleaning, bedding, bathing, grooming, health checking, feeding, and all other tasks associated with routine care of our dogs.
- Monitor the implementation of dog handling skills, noise control, and all WH&S aspects of walking, controlling and handling dogs.
- Conduct kennel tours and other stakeholder events as required.

Volunteers

- Liaise with the Puppy Development Manager & Canine Facilities Manager to coordinate volunteers for special events.

Breeding

- Assist the Veterinarian with TCI (Trans-cervical insemination) when required.
- Assist with natural mating of breeding stock when required.

Veterinary Care of Dogs

- Assist with the veterinary care of dogs through the management and implementation of health treatment plans.
- Collect and carry out urine tests on dogs as required and give the results to the nurses to enter on the vet program.
- Liaise with Canine Facilities Manager on which dogs require a consult, vaccine, blood collection or pre-allocation before leaving kennels.
- Schedule vet visits as required liaising with dog trainers and veterinary staff for the most suitable times.
- Assist puppy development programs implemented in the Breeding Centre.

Dog Health & Welfare

- Assist in developing and implementing enrichment strategies for the facilities.
- Work diligently at keeping occupancy in the kennels at the utmost minimum.
- Liaise with puppy development advisors and/or trainers to ensure dogs are transferred from kennels to home at the earliest opportunity.
- Co-operate with Guide Dog Mobility Instructors and Trainers requirements for individual dogs.
- Keep kennel staff well informed of all dog movements coming in and out of the kennels and plan the best housing outcome for each individual dog.
- Assist staff with mixing dogs when required.

Kennel Hygiene and Maintenance

- Develop strategies that promote best practice in kennel sanitation and hygiene.

- Ensure quarantine and sterilization protocols are in place and are escalated to the next level as required.
- Work with Veterinarian and Canine Facilities Manager to establish data tracking of preventable disease.
- Order kennel and dog equipment as required. This includes enrichment toys, dog bowls, cleaning chemicals, hygiene stores, cleaning equipment, and all day to day needs for kennel operations.

Administration responsibilities

- Assist the Canine Facilities Manager with rosters and day to day tasks of the kennel operations.
- Record occupancy levels daily.
- Maintain records, registers and statistics and Dog locations on the CRM system.
- As required, perform tasks, accurately complete forms, documents and reports, in a timely and efficient manner.
- Attend and effectively participate in relevant meetings as directed. This includes appropriate preparation and being punctual.
- Conduct kennel tours as required for Graduation Days special events and for any other stakeholders on special visits.

WH&S Responsibilities

- Provide leadership and set a high standard for workplace health and safety in accordance with the company's WH&S Management System, policies, procedures and rules. Provide necessary discipline or other corrective actions for those who do not follow these requirements.
- Act upon all reported incidents, hazards and maintenance issues immediately and allocate resources accordingly to eliminate or control workplace risks.
- Participate in WH&S activities such as WH&S consultation, incident investigations, evacuation drills, WH&S audits, inspections, risk assessments, WH&S meetings, training and management review of WH&S performance.
- Facilitate return to work processes following injury of yourself or employees (whether in your or another department).
- Provide training, supervision, instruction, and information to workers and visitors and contractors in safe working procedures and ensure they are not at risk or placing anyone else at risk.

3. OTHER DUTIES & RESPONSIBILITIES:

- If appropriate, take on a wide support role as one or more of the following: WHS Committee Member; Quality Assurance (QA) Internal Auditor; QA Representative; First Aider; and/or Fire Warden.

- Demonstrated commitment to the Quality Assurance System, procedures and practices.
- Other related duties as required.
- Participate in personal development opportunities.
- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.

4. SUPERVISORY RESPONSIBILITIES:

- Provide effective leadership, support and encouragement to staff, and ensure a safe and happy work environment that develops staff potential and inspires high performance.
- Drive a culture of respect, integrity, compassion and empathy and be client and donor focused.
- Supervise Kennel staff.
- Train new staff in Kennel Policy & Procedures.
- Assess staff in Safe Work Procedure/Skills and check competencies.
- Provide supervision to volunteers and TAFE or work placement students.
- Conduct one-on-one meetings (supervision sessions), performance appraisals, and performance management as required.

5. KNOWLEDGE & SKILLS:

Essential

- Cert IV in Veterinary Nursing.
- Experience in kennel management.
- Demonstrated good dog handling skills and ability to demonstrate effective leadership and control over dogs. Ability to competently handle dogs of all ages and at various levels of training.
- Enthusiasm, energy and the ability to demonstrate a high level of initiative, while still being able to work under direction.
- Good communication and interpersonal skills, and the ability to communicate sensitively and respectfully with relevant stakeholders.
- Ability to be flexible, adapt to varying workloads, and to effectively manage multiple tasks.
- The ability to follow through with all tasks – reliable and accountable.
- Ability to work well within a team, as well as independently, assuming responsibility for nominated tasks.

- Mature and professional approach and presentation.
- Hold a driver's licence as recognized in the state of NSW in order to transport dogs.
- Able to manage the physical demands and inherent requirements of the job and complete the tasks and duties as stated.

Desirable

- Understanding of and competency in, Microsoft Word, Excel and Outlook.

6. PHYSICAL DEMANDS OF THE ROLE:

- This is primarily an office-based role, with a high degree of computer and phone work.
- The role requires extended periods of sitting.

High level of activity (80% or more of time spent performing these activities)

Activity	Description	Existing controls
Dog and puppy handling including bath and groom dogs, walk dogs, conduct health checks, administer treatments to dogs and supervised feeds of dogs and puppies.	Lifting, twisting, stretching, bending, kneeling and squatting on a repetitive basis. Unpredictable pulling on the lead from dogs requiring exerting and restraining force with the leading hand and arm.	Staff are trained in dog-handling skills. Where possible, work at bench height. Assistance and breaks as required. Provision and use of PPE. Manual handling training.
General cleaning duties including hosing, pouring chemicals, scrubbing, using a squeegee and mopping kennel floors and walls and yards.	Lifting, pushing, pulling, twisting, stretching, bending, kneeling, squatting, gripping and releasing on a repetitive basis.	Assistance and breaks as required. Provision and use of PPE. Manual handling training.
Using cleaning fluids.	Exposure to chemicals.	PPE provided including non-slip gum boots, disposable gloves and goggles. No corrosive or hazardous chemicals.
Most cleaning duties are conducted in Kennels (covered) and open (uncovered) yards.	Exposure to climate elements.	Staff are required to wear appropriate clothing and follow SunSmart guidelines.

Wash dishes and wipe benches. Load, unload, hang and fold washing. Lifting dog food bags.	Lifting, twisting, stretching, bending, kneeling and squatting.	Manual handling training. Induct and adhere to Kennel procedures.
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Low level of activity (10% or more of time spent performing these activities)

Activity	Description	Existing controls
Driving in metropolitan Sydney and regional New South Wales for long-distances and for extended periods of time.	Sustain a dynamic sitting posture while driving for up to four hours with a break every two hours.	Vehicles comply with safety and ergonomic guidelines. Safe driving policy with scheduled breaks as required.
Computer work at a desk.	Sustain a sitting posture: static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.	Ergonomic office set up. Breaks as required.
Sustained standing during veterinary procedures.	Static standing for extensive periods of time.	Regular breaks.
Set up at various functions such as public educational programs, events and displays. Participate in special events.	Lift, push, pull, twist, stretch, bend and squat. Static standing for extensive periods of time. May be required to work with the public.	Two or more staff attend each function. Regular breaks. Appropriate food, water and sun shelter.

7. WORKING CONDITIONS & ENVIRONMENT:

- Expansive lawn and grounds onsite.
- Professional environment.
- Extensive contact with dogs.

Date Commenced Employment:

Employee's Signature:		Date:	
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Print Name:			
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Manager's Signature:		Date:	
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Print Name:			
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