



OPERATIONS

Job Title:	Canine Carer
Reporting to:	Assistant Manager Operations
Location:	Dublin Rehoming Centre

Job Purpose:	
<p>Provide the highest levels of care and welfare management to dogs in the rehoming centre; working towards preparing them for rehoming and ensuring the most suitable home is found for each dog.</p> <p>Working within Dogs Trust's Standard Operating Procedures and health & safety guidelines and deliver excellent customer service to ensure suitable forever homes are found for the dogs in our care.</p>	
About the Department and role:	
<p>Dogs Trust has been working in Ireland since 2005 and believes every dog deserves to live a safe, healthy and happy life.</p> <p>We won't rest until we make Ireland a safe and happy place for dogs, so we never have to let any dog down. Through our national responsible dog ownership campaigns and education programs, we're here for all dogs and the people who love them.</p> <p>This role involves weekend working and Public Holidays, which will be agreed with the line manager. Full flexibility is required.</p>	
Key Job responsibilities	Approx. percentage of time*
<p>Provide the utmost care and welfare to dogs in the centre through undertaking a number of key activities. These will include, but are not exclusive to:</p> <ul style="list-style-type: none"> • Follow Standard Operating Procedures and health and safety guidelines to maintain the cleanliness of kennels to the highest standards including cleaning and disinfecting animal accommodation, drains, exercise areas, food preparation areas, laundry and outside areas. • Ensure positive welfare for each dog through play, enrichment, exercise, socialisation and training. • Prepare food and water for each dog in your care. • Groom dogs as necessary. • Keep thorough records of each animal using kennel diaries, kennel boards, computer systems and other documentation in accordance with procedures and data protection legislation. • Carry out daily health checks and report any physical or behavioural changes to the centre's Veterinary Team/Management/Training and Behaviour Advisors. • Transportation of dogs for external vet referrals and home visits for adopters/potential adopters as and when required. 	40%
<p>Carry out assessments of the dogs in your care, highlighting any behaviour or welfare concerns to centre's Management/Training and Behaviour Advisors. Under supervision of</p>	20%

the behaviour team, implement and assist with Behaviour Modification Programmes and conduct welfare scores. Working closely with your specific project dog under the guidance of the behaviour/management team.	
Proactivity engaging with members of the public, always acknowledging customer presence in the rehoming centre. Work as part of a team delivering the highest level of customer service, discussing Home-finding Questionnaires, answering queries and matching and rehoming dogs effectively including translating dog's character assessments to customers and introduce dogs to potential adopters confidently and safely. Promote both Dog School and Post Adoption Support to customers.	15%
Under the instruction of the rehoming centre veterinary team, ensure medication is administered, assist the vet and vet nurse in veterinary consultations, prepare, bath and transport dogs for neutering and any other operations. Adhere to barrier nursing protocols outlined by the management/veterinary team when dealing with infectious dogs and transfer arrivals.	10%
Any other reasonable duties	10%
Report any faulty or damaged equipment to the management team/Maintenance Operatives.	<5%
Assist the Media Assistant to promote dogs available for rehoming and updating website profiles including photos.	<5%

*For guidance only. This is averaged out over the year.

Other key areas of activity:
Management of Resources:
All employees are responsible for managing their own time and resources. Employees will be issued with a uniform and are expected to maintain this to a high standard of presentation and cleanliness
Financial Responsibility:
No budget responsibility. All employees are required to be mindful of expenditure and adhere to the expenses policy to ensure that charity funds are used and spent to benefit dog welfare.
Management of people:
No formal line management responsibility. All staff are to provide a welcoming environment to new staff and volunteers; some individuals may take on mentoring responsibilities within the centre, for which training is provided.
Health and Safety:
All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions.
Data Protection:
All employees are responsible for ensuring they understand and apply the rules and policy for data management.
Major internal and external relationships:
Colleagues (staff and volunteers) in the rehoming centre (including non-operations team members based at the rehoming centre), Members of the public.

Person specification:	A	I	E
Educational qualification, skills, experience and behaviours			
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers		I	
Hard working, enthusiastic and a team player	A	I	
Excellent communication and interpersonal skills (verbal and written)		I	
Good organisational and time management skills	A	I	
Reliable and flexible	A	I	

Able to work on own initiative and have good judgement to escalate issues or seek guidance as appropriate	A	I	
A knowledge of dogs and their welfare requirements	A	I	
A good understanding of the importance of great customer service, ideally with experience of providing excellent customer care	A	I	
Administrative skills, including use of MS Office and computerised systems	A		
Commitments to the aims and objectives of Dogs Trust	A		
Ability to travel within Ireland and abroad, including staying away from home on occasion, for training, meetings and conferences	A		
Full, clean driving licence and confident driving a variety of vehicles	A		
Multitasking and working well under pressure skills		I	
Emotional resilience to manage the potentially emotional demands of the role		I	
A qualification in animal care, training and/or behaviour would be desirable	A		
Experience of working in a kennel environment would be desirable	A		
Revised: February 2024			

When assessment will take place: A= Application; I = Interview; E = Written Exercise/Practical Task

The duties in this job description may change from time to time following a review and in discussion between the post holder and Line Manager / Director.