



JOB DESCRIPTION

Job Title: Dog Behaviour Assessor
Department: Animal Operations
Reports to: Training & Behaviour Manager
Directly Responsible for: None

Grade 3

Bath Cats and Dogs Home is committed to the welfare of companion animals; to rescue, rehabilitate and re-home pets who are unwanted and far too often neglected or mistreated, and to promote responsible pet ownership through education.

All team members are committed to delivering first class customer care to all stakeholders in order for the Home to successfully continue to re-home animals and to have the long term support of the communities we operate within.

1. Purpose of the job

Dog Behaviour Assessors (BAs) are responsible for managing and objectively assessing all incoming dogs to the Home. They identify, manage and control potential risks, devise care and training plans and generate re-homing criteria. BAs assist Animal Care staff with the day-to-day husbandry and training of the dogs in our care.

2. Principle tasks

- To meet with the owners of incoming dogs and obtain relevant information about the animal's behaviour and history where available.
- To assist the dog warden where necessary to transfer dogs to the kennel blocks
- To observe and familiarise yourself with all incoming dogs in kennels, working as part of a team to document behaviour and ensure that each animal's needs are met from the outset.

- To carry out objective behavioural assessments, allocating appropriate colour/number codes, identifying risks, and working with Senior BA, Training & Behaviour Manager & Duty Managers on site to ensure the safe management of dogs on site.
- To work with the on site veterinary team to ensure any behaviour medication is given where needed. Report back to the veterinary team any concerns or observations as needed.
- To attend veterinary appointments with dogs who have known handling issues, or have shown previous aggression in the vets
- Assist with all behavioural euthanasia, and medical where needed, ensuring a compassionate approach in line with BCDHs policies and procedures
- To drive the rehoming process forward by creating detailed and realistic rehoming criteria for dogs that have successfully completed their assessments.
- To enter and update details of animal assessments on the charity's animal database within agreed timeframes.
- To update the Rehoming team and other key staff on the availability of dogs for rehoming and any relevant changes to their assessment or location on site.
- To update dog care and training plans, to deliver 121s to potential adopters and provide post home support when required.
- To cover kennel blocks and assist the animal care team as required.
- To act as an on-site emergency responder – attending animal emergencies and taking part in regular drills.
- To provide informal support to Animal Care staff, acting as a role model and providing advice and guidance on the day to day running of a dog blocks.
- To be familiar with and comply with Home policies and procedures.
- To undertake other duties as may reasonably be required.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Homes policies and procedures for health and safety

Overall Objectives

- To provide each dog with the best possible opportunity to succeed through behavioural assessments when they arrive at the Home ensuring information is recorded accurately.
- To observe and record insightful behaviour observations for dogs which are used to form their temperament assessment, so that we are best placed to meet the individual needs of each dog.
- Devise and support implementation of individual care plans for maintaining or improving specific dog's behaviour of any concern, such as kennel stress, or dog to dog reactions.
- Carry out husbandry and hygiene protocols to the high standards expected of the Home, including daily and weekly cleaning routines.
- To keep up to date with modern behaviour knowledge and be curious and innovative in your approach

3. Knowledge, skill, and experience

a) Education qualifications

- GCSE Maths and English minimum level C

b) Professional/Technical Qualifications/Skills:

- Recognised animal care qualifications – Minimum NVQ level 2
- Recognised behavioural qualification (willingness to undertake)
- First Aid at work/EFAW desirable
- Fire Marshall desirable

c) Competence/ Experience:

- Proven Animal Care experience preferably in an animal rescue environment

SKILLS

- Good communication skills both verbal and written
- Proficient in Microsoft packages particularly Excel & Word - Essential
- Bespoke Software experience – (now Anilog) Desirable

COMPETENCES

Planning & decision making

- Managing change to include strategic planning and effective decision making
- Changing and Improving which could include creativity and forward thinking and influencing skills
- Demonstrate an ability to make informed and well-judged ethical choices/decisions

Delivering Objectives

- Commercial Awareness/Achieving Commercial Outcomes
- Managing Customers & stakeholders
- Task focused to include ability to prioritise, analytical and organisational skills, problem solving

Personal Effectiveness/Engaging People

- Leading and Communicating.
- Individual Responsibility/Personal Awareness
- Team Focused/Collaborative
- Developing Others
- Demonstrating and understanding Diversity - to include Valuing and respecting different views and ways of working, understanding the dynamics and confidentiality and promoting a diversity of new ideas within all aspects of the Home

4. Organisation

Bath Cats and Dogs Home, operated by RSPCA Bath & District Branch

5. Job Context

Work is carried out within general guidelines in accordance with the RSPCA Licensing Scheme and other relevant Branch policies and procedures. Field officer audit reports provide additional general guidance

6. Additional information

- The post holder may be required to attend training courses which will involve travel
- The post holder may be required to drive the Homes vehicle on matters of business