



JOB DESCRIPTION

Job Title:	Rehoming Co-ordinator
Branch:	Manchester & Salford
Location:	Branch catchment area
Reports to:	Branch Manager

1. Purpose of the job

- To assist with the admission, rehabilitation and rehoming of animals
- To engage with the public and the local community
- To promote RSPCA animals available for adoption

2. Dimensions

- Two private boarding facilities
- Network of foster carers
- RSPCA adoption centre, Stockport Pets at Home
- Branch Office, Chorlton

3. Principal Accountabilities

Animal Care

- a. Carry out routine health checks and assessments on animals, monitoring their physical condition and patterns of behaviour and report findings to the Branch Manager and take appropriate action if any require immediate veterinary attention.
- b. Ensure all animals under the branch's care receive appropriate food, water and environmental enrichment to the standard required by RSPCA licensing conditions. Where a problem arises report promptly to the Branch Manager.
- c. Ensure that standards of cleanliness and hygiene are maintained by the foster carers and PBEs to the standard required by RSPCA licensing conditions. Where a problem exists report it to the Branch Manager promptly.
- d. To attend to the individual needs of each species, including medication, coat care/grooming, flea and worm treatment and claw clipping.
- e. Ensure that all animal welfare volunteers are suitably assessed trained in the duties they undertake and to report to the Branch Manager any identified concerns.

- f. Carry out pre adoption home visits for the RSPCA.
- g. Maintain animal records and carry out associated administrative duties such as adoption paperwork.

Customers

- h. Provide a professional and courteous service to customers via telephone, email and social media.
- i. Provide advice and guidance as necessary.
- j. To assist and support volunteers to successfully participate in the branch's operations.

Promotion, communication and events

- k. Promote the rehoming of RSPCA animals.
- l. To be aware of the rehoming needs and requirements of each of the animals in the care of the branch to ensure that potential adopters are matched accordingly.
- m. To assist with the allocation of home visits to the volunteer home visitor team.
- n. To assist with the production of animal rehoming promotional materials.
- o. To assist with updating and maintaining branch social media and websites.
- p. Help colleagues to plan and run fundraising and community engagement events.

General

- q. Undertake general administrative duties.
- r. Assist with the recruitment and training of new volunteers.
- s. Provide data and information on the operation of the branch, as required.
- t. Handle cash correctly, maintain records of money spent and received in line with Branch procedures and undertake banking duties as and when required.
- u. To perform any other duties as directed by the Branch Manager which are in keeping with your post or for which training has been given.
- v. In line with the branch's Data Protection policy, ensure that all personal data pertaining to animal adoption are kept secure and for no longer than necessary and disposed of in a secure fashion.

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.
- Follow Branch policies and procedures for health and safety.

4. Knowledge, skill and experience

Please see person specification attached.

5. Job Context

- The care of animals is undertaken in accordance with existing RSPCA policy, processes and procedures. Any breach is to be reported immediately.
- The rehoming of animals is undertaken in accordance with existing RSPCA policy, processes and procedures.
- Problems are to be raised to appropriate managers within the Branch.
- The post holder will be expected to attend RSPCA meetings and training sessions that are held at other venues.

6. Additional information

- Provide additional staffing cover in the event of staff shortages on the rehoming team.
- Be willing to work evenings and weekends on occasion.

NB. This job description is a statement of the job content agreed in September 2017. It should not be seen as precluding future changes.

Job holder's signature: **Date:**

Line manager's signature: **Date:**

Personal Specification

Criteria	Essential	Desirable
Professional/Technical Qualifications	Good general level of education	Animal care qualification
Experience & Job Knowledge	Comfortable working with all domestic animals Experience of providing good customer service	Work experience with cats, dogs and/or small animals
Skills & Competencies	Excellent communication skills and the ability to deal with all types of people Computer literate, especially in the use of websites and social media	
Personal Qualities	Sympathy with the RSPCA's aims and policies Self motivated and able to work on your own initiative Reliable and hard working Experience of working as part of a small team	
Special Circumstances (If any)	Flexible with regards to contracted hours and able to work longer than the weekly contracted hours when the job demands Full UK Driving licence	