



## POSITION DESCRIPTION

### A. IDENTIFICATION

Position Title: Practicum Student: Vancouver Community Project

Name of Student: \_\_\_\_\_

Department: Operations

Position Reports To (Title): Manager - Animal Welfare

Description Prepared by: Manager - Animal Welfare Date: July 2017

### B. POSITION SUMMARY

This position suits an individual who exudes compassion for animals and their guardians equally, regardless of their personal circumstances. The student will assist Manager - Animal Welfare at the Charlie's Pet Food Bank (CFB) held weekly at Mission Possible 543 Powell Street, Vancouver. CFB is a BCSPCA Program where pet food, accessories and support is provided weekly to animal guardians in the downtown east area of Vancouver. Many of Charlie's clients face barriers due to mental health issues, drug addiction and/or financial issues while trying to care for their pet. This role will include the management and operation of the pet food bank including coordination with BCSPCA Vancouver Branch and Animal Hospital. The student will support Manager - Animal Welfare with biweekly visits to Single Room Occupancies (SRO) to meet with pets living in SRO and biweekly free animal training classes. The student shall learn approaches to managing the health and welfare of animals in this unique community. The student will work collaboratively with staff and volunteers to improve individual welfare for clients accessing CFB, and provide training and outreach by visiting in SROs.

The student has a direct reporting relationship to the Manager - Animal Welfare and to the Manager - Charlie's Pet Food Bank. The student will work collaboratively with BCSPCA Hospital Administrator, Manager - Animal Health and Vancouver Branch Manager.

### C. DUTIES AND RESPONSIBILITIES

- BC SPCA Training
  - Completion of BCSPCA:
    - Dog/Cat/RabbitSense
    - Building a Respectful Workplace
    - Animal Management Rounds – AM and PM Rounds
    - Staff training Behaviour & Welfare
    - Introduction to Health and Safety
    - Policies and Procedures
  - Other training courses identified by Manager - Animal Welfare

- Animal care training with staff on dogs
- 16 – 20 hour Week 1
- Charlie's Pet Food Bank
  - Assist manager with:
    - Load and deliver food & supplies to CFB Thursday mornings
    - Sorting, packing and distribution of food at CFB
    - Assisting and support of volunteers at CFB
  - Engage visiting clients accessing CFB
  - Answer questions, provide resources to clients as needed
  - Provide list of clients requesting free spay/neuter to hospital
  - Provide advice on training, handling and care that falls in line with BCSPCA Philosophies
  - Assist with nail trims, grooming, training as needed
- 5 hours weekly Thursday mornings
- Pick-up and storing donated food as needed
- 1-2 hours flexible and as needed by Manager - Charlie's Pet Food Bank
- Charlie's Free Vet Clinic
  - Arrange and prepare vet supplies from SPCA Hospital for monthly clinic
  - Ensure supply kits are replenished following free clinic
  - File and review vet files from monthly clinic to ensure all information is up-to-date and forms are filled out properly
  - Provide hospital administrator with vet recommendations resulting from vet clinic
  - Schedule with client and hospital follow-up appointments recommended at free clinic
  - Provide Veterinarian and AHT assistance as needed during clinic
  - Register clients at time of clinic
  - Answer messages left on CFB phone line
  - Assist with client eligibility assessments
- 5 – 6 hours outside of weekly attendance at CFB (flexible)
- Single Room Occupancy
  - Visit SRO
  - Engage residents with pets
  - Provide support and advice to resident as needed
  - Visit people with pets on street if time allows and no residents home at SRO
- 2 hours biweekly – to be determine with Manager - Animal Welfare (flexible)
- Visits run alternate week to dog training sessions
- Charlie's Free Training in the Park
  - Ensure training kit, including registration waivers and media release forms are available
  - Assist Trainers as needed supporting both the Trainer and person with animal
  - Register new participants
  - Bring a shelter dog to participate in training with if appropriate dog available
  - Training occurs during CFB hours Thursday mornings and alternate to SRO visits
- Animal Management

- Learn BCSPCA animal management systems, DogSense, CatSense and RabbitSense
- Attend training with Professional Trainer at shelter
- 2 hours biweekly – to be determined with Manager – Animal Welfare (flexible)
- Work with staff to identify which dogs can participate in weekly training
- Meet with Branch volunteers signed up to participate in free training in park
- Provide volunteers with structure, policies, and what to expect at training
- Provide Branch with feedback about Branch volunteers attending training as part of their animal handling training in shelter
- Assist AHT and staff with, intake, medical, assessment, behaviour and welfare management, and adoption matching as needed and available
- Ensuring proper information management
- Support staff and volunteers with remediation plans for individual animals
- 2 hours minimum weekly supporting shelter staff and volunteers (flexible)
- Applied Communication
  - Create information brochure, to be determined in consult with Manager - Animal Welfare, that is for volunteers, public or other shelter professionals
- Reports
  - Maintain and record weekly CFB statistics, including food bank and training
- Schedule
  - Min 35 hours a week between May-June or July-Aug 2016 (or part-time May-Aug), with Thursday mornings from 8am-12:30pm being mandatory and in agreement with Manager - Charlie's Food Bank
- Performs other duties as required

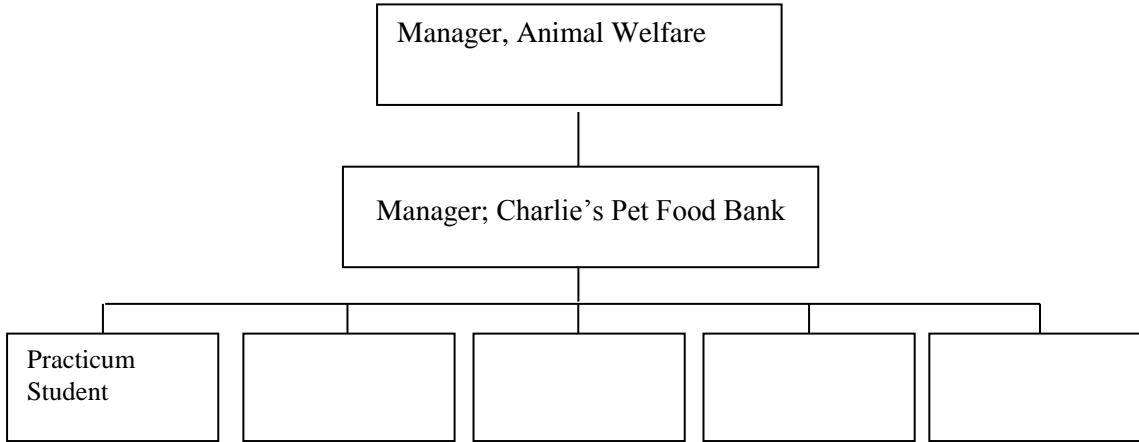
#### **D. CONTACTS AND COMMUNICATION**

- Direct contact with Manager - Charlie's Food Bank, staff, volunteers and public
- Works collaboratively with the Vancouver Branch Manager, Manager - Animal Welfare, Manager - Animal Health, and Hospital Administer.

#### **F. KNOWLEDGE AND SKILL REQUIREMENTS**

- Must have genuine compassion for animals and people, previous animal care training or equivalent experience
- Animal behaviour training an asset
- Social work experience or training an asset
- Ability to identify and defuse possible hostile situations
- Experience coaching and mentoring
- Excellent communication, organizational and interpersonal skills
- Ability to support staff and volunteers
- Philosophical harmony with BC SPCA policies, programs and protocols
- Computer Skills – Windows, MS Office; knowledge of Shelter Buddy an asset
- Ability to lift minimum 20kg bags of food or litter
- Driver's license an asset

#### **G. ORGANIZATIONAL RELATIONSHIPS**



**H. APPROVALS**

Incumbent's  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's  
Signature: \_\_\_\_\_ Date \_\_\_\_\_