

Position Title:	Community Programs Case Worker	PD Number:	
Reports to:	Community Programs Manager	Department:	Community

ORGANISATIONAL CONTEXT

RSPCA NSW is a non-government organisation whose mission is to prevent cruelty to animals by actively promoting their care and protection. RSPCA NSW works with local councils, state and federal governments and other interested groups, including community organisations, wildlife authorities, farmers and professional associations.

RSPCA NSW is committed to its values of:

- Integrity: Doing the right thing
- Respect: Valuing all people
- Honesty: telling the truth and being honest in actions and words
- Collaboration and Cooperation: Working cohesively towards a common goal
- Enthusiasm and commitment: Willingness to take action and achieve results
- Accountability: Being responsible, taking action and keeping commitments
- Compassion: Actively listening to fully understand and genuinely empathise with people's realities
- Resilience: The ability to recover from setbacks, adapt well to change and persevere in the face of adversity

POSITION PURPOSE

Provide support to clients and their pets who are part of our Aged Care, Domestic Violence, Homelessness, Emergency boarding and Access to Vet Care programs. The role is responsible for ensuring that a range of animal related services are delivered and also communicating with animal owners, members of the public and human welfare agencies in relation to Community Programs matters and to enhance the image of the Society.

POSITION RESPONSIBILITIES

- Answering internal and external enquiries for assistance via Programs phone helpline, online enquiries, email enquiries, etc
- Assessing the requirements for each inquiry and determining access to services
- Build positive and effective relationships with clients
- Ensure the health and wellbeing of all animals under Community Programs care within the legislative and resource parameters provided
- Ensure and maintain communication with all requires parties/stakeholders (internal and external) relating to the care and wellbeing of Community Programs client and animal

- Provide comprehensive record keeping of all interactions relating to any Community Programs' client or animal.
- Update client and/or animal information on all required platforms i.e. Ezyvet, Sheltermate, etc
- Assist with recording monthly output statistics, providing insight into the activities performed within the Community Programs team and the demand for service
- Raise community awareness and understanding of the links between human wellbeing and animal welfare through community and individual educational engagement.
- Continue to build upon existing relationships/partnerships to further the growth, awareness and impact of Community Programs.
- Work positively and proactively with Animal Operations to support the functions of Community Programs
- Lead and contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with team members and peers across all departments, and consistently role modelling the RSPCA NSW values and associated policies
- Ensure a safe working environment whereby employees and volunteers perform their duties safely and adhere to all WH&S policies and procedures, including responsibility for undertaking investigations and corrective actions to reduce the risk and likelihood of incidents occurring.

QUALIFICATIONS, CERTIFICATIONS, LICENSES AND AUTHORISATIONS

Formal qualification in social work discipline required.

Qualification and/or experience with animal handling desired

EXPERIENCE AND SKILLS

A motivated team member, your engaging and collaborative style combined with a passion for excellence will be key to your success in this role.

Experience

- Experience working with Human Welfare sector
- Demonstrated experience in working in a team environment
- Demonstrated ability and confidence in utilising discretionary authority within role
- Demonstrated experience working with vulnerable people and knowledge of the challenges they face
- Developed effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
- Demonstrated ability to work through issues, weigh up alternatives and identify the most effective solutions
- Demonstrated understanding of animal health and welfare concerns desirable

Skills

- High level of verbal and non-verbal communication skills
- Conflict resolution and problem-solving skills
- Empathy – ability to empathise with client’s situations while maintaining professional boundaries
- Critical thinking – ability to analyse information gathered and assess objectively
- Resilience and ability to demonstrate self-care practices
- High sensitivity to reputational risk
- Animal handling skills for a variety of animal species desirable
- Knowledge of best animal welfare practices and animal care requirements

This role will involve a moderate amount of intrastate travel and will require some work on weekends and outside of normal business hours.