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**JOB DESCRIPTION**

**Job Title:**  Pet Welfare Adviser

**Location:** Mobile around Liverpool City Region. Based at Liverpool Centre L29.

**Hours:** 30 hrs per week over 4 days, including one weekend day.

3 days in the community, with one day at the rescue. Days to be agreed.

**Annual leave:** 24 days pa. (of 30 days full time equivalent).

**Salary:** £13.50 - £15 per hour, depending on relevant experience.

(£26,325 - £29,250 full time equivalent)

**Contract:** 1 year Fixed Term contract with potential extension.

**Reports to:** The Director Liverpool.

**About Us:**

We are an ethically driven independent charity who have earned the respect and trust of the community over the past fifty years for our commitment, care standards and rehoming and wildlife release results. We provide aid across the Northwest and Wales for a broad range of domesticated, farmed and wild animals. We are committed to our promise to never put a healthy animal down.

Our Mission

To make a great quality of life possible for all vulnerable animals, today and tomorrow.

Our Vision

A world where all people protect animals and value nature.

**The Purpose of the Post**

All rescues across the UK are currently under excessive pressure from unprecedented demand. We need to do more out in the community to help keep pets in loving homes, and out of rescues. We are launching an exciting, innovative 3-year community support scheme provide accessible, non-judgemental support to pet owners who would otherwise not be reached.

As this postholder, you will be at the forefront of this important work. You will provide bespoke advice and practical support to individual and their pets in the heart of communities across the Liverpool City Region. You will work in the community from a touring mobile unit with the aim of helping owners to retain and properly provide for their pet’s needs. You will be responsible for providing behavioural advice and practical animal welfare solutions appropriate to your experience and expertise.

**Key Responsibilities**

* To successfully engage, motivate and support owners to change their behaviours and access effective support.
* Provide information and educational literature on relevant topics.
* Deliver preventative individual consultations with pet owners and their pets.
* Advise on basic training requirements, positive techniques and problem-solving options.
* Produce training plans for basic behavioural challenges.
* Signpost owners to reputable, accessible resources for further support.
* Microchip dogs and cats, and check and update details.
* Provide, and signpost to, sound accessible physical health guidance for pets.
* Signpost to social and financial support and advisory services for people.
* Advise owners of support options for neutering.
* Identify pets at risk of homelessness and present support options to help them maintain a good home.
* Identify and make referrals for owners who may require short term direct intervention.
* Support and advocate for responsible pet owners in rented accommodation
* Deliver talks and training to engage and educate current and potential pet owners.
* Provide remote advice to owners via an outreach email.
* Be a point of contact for community partner organisations requiring pet related support for their clients.
* To collate service user data and produce evaluation reports supporting project output targets.
* Manage administration and coordination of the scheme.
* Liaise with partner organisations.
* Liaise with the rescue teams to coordinate support and build the project capabilities.
* Work alongside the communications team to deliver communication and PR objectives.
* Drive and maintain the facilities on a long wheelbase vehicle, ensuring high standards of housekeeping.
* Adhere with all instructions, policies and best practice in respect of health, safety and hygiene in the working and animal environments, and in accordance with the Health and Safety at Work Act (1974) and other associated regulations currently in force.
* Undertake training as required for the successful delivery of the work.
* You will support and participate proactively in Freshfields campaigns and appeals.
* Always Work within the parameters of Freshfields Policies and Procedures.
* You will undertake such other duties as may be reasonably required by your manager.

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**Person Specification**

**Professional Qualifications**

* Canine Trainer or Behaviourist qualification at level 4
* Grade A-C/5-9 GCSE in English and Maths
* Desirable: be a Suitably Qualified Person (medicine adviser)
* Desirable: be a member of the Animal Behaviour and Training Council

**Experience**

* ESSENTIAL: 2 years' experience of working in rescue kennels, veterinary setting, or currently a positive reinforcement canine trainer or behaviourist.
* ESSENTIAL: Practical working experience of handling and being responsible for the welfare of a broad range of complex dogs.
* Experience of developing rapport and trust with individuals in a rescue, community or educational setting.
* Experience of successfully working in a measured and target-based environment.

**Abilities and skills**

* ESSENTIAL: Able to commute to the Liverpool centre within 45 minutes.
* ESSENTIAL: Able to effectively read dog body language
* ESSENTIAL: Can evidence skills in implementing positive reinforcement training.
* ESSENTIAL: Confident driver with a clean driver's license, and willing to drive a large van.
* ESSENTIAL: Skilled active listener with ability to translate into achievable actions
* ESSENTIAL: Able to motivate and influence disengaged people.
* ESSENTAIL: Excellent administration, organisation, record keeping and coordination skills
* Able to confidently and safely handle dogs, cats and rabbits.
* Able to find practical lasting solutions to problems and barriers
* Able to provide advice and guidance with the scope of your expertise and know when additional support is required.
* The ability to work independently and with others, and develop a broad network of partners.
* Exceptional communicator who is able to successfully advocate on behalf of owners.
* Able, or willing, to microchip animals in line with good practice standards and legal requirements.
* Proven ability to consistently gather quality evaluative information.
* Comfortable working to achieve targets, with an ability to review and adapt quickly.
* Engaging, relatable and non- judgemental
* Strong IT and social media skills.
* Determined and resilient
* Consistently warm and positive can-do character.
* Able to stay calm and confidently handle stressful situations.
* Reliable and committed to the success of the scheme.

**This post will be subject to a probationary period and a DBS check will be required**

If you are passionate about making a difference in the lives of animals and want to be part of a compassionate team, we invite you to apply for the Pet Welfare Adviser position at Freshfields Animal Rescue!

TO APPLY: email [hr@freshfields.org.uk](mailto:hr@freshfields.org.uk) with your CV and to request an application form. We will be interviewing on a rolling basis. We look forward to hearing from you!