

## **DONKEY WELFARE ADVISER (DWA)**

**Grade 11**

**Responsible to: Senior Donkey Welfare Adviser**



### **Our Vision and Mission**

The Donkey Sanctuary is working for a world where donkeys and mules live free from suffering, and their contribution to humanity is fully valued. We will achieve this by transforming the quality of life for donkeys, mules and people worldwide through greater understanding, collaboration and support, and by promoting lasting, mutually life-enhancing relationships.

### **Overall Purpose**

Represent the Donkey Sanctuary as a professional in the field of equine welfare, specifically donkeys and mules. Demonstrating our charity values of compassion, collaboration and creativity and acting as a positive Ambassador at all times displaying a high level of customer service. Respond to donkeys in need, whilst acting proactively to grow and support a quality rehoming scheme within area and provide a range of high quality training and learning interventions.

### **Main Duties and Responsibilities**

#### **Responding to donkeys in need**

- As a result of good experience and expert skills, take appropriate action when required to prevent donkeys and mules suffering; anticipating and taking preventative steps to avoid cruelty, distress or poor treatment by educating, supporting and informing a number of audiences in the care and welfare of donkeys and mules;
- Work effectively using excellent communication skills in a variety of mediums, with groups from all social, racial and cultural backgrounds to inform and share best practice and model good practice to raise standards, informing and educating to improve the care and welfare of donkeys and mules;
- When required to do so, ensure that objective evidence is gathered in a professional and effective manner to underpin action and provide sound evidence both verbally and in writing;
- Produce witness statements and attend court to give evidence when required
- Work collaboratively to develop positive and co-operative relationships within my area to raise the profile of animal welfare issues and become the point of contact for donkey and mules welfare issues;
- Develop excellent professional relationships and networks of expert professionals such as vets, farriers, dental technicians, Local Authorities, animal welfare charities and other service providers so as to support the donkeys and mules within my area and provide increased knowledge and expertise of donkeys and mules;
- Work to achieve good professional relations with commercial operatives in your area.

#### **Acting as an effective Ambassador for the charity**

- Identifying and reporting on welfare cases and providing case studies and images for fundraising and communication purposes;
- Acting as regional support in my area for a number of fundraisers and community workers;
- Support the development of new initiatives including charity shops, donkeys clubs and local foster networks as well as identifying creative and collaborative initiatives to promote and raise awareness of the charity;
- Ensure that up to date information is maintained to enable communication within your area of the work of the charity; ensuring effective and accurate information is shared and promoted within the area to co-workers, volunteers and other organisations;
- Engage a number of different audiences in ways which are creative and innovative encouraging engagement and support for the charity and our work with donkeys and mules throughout the world.

### **Growing a quality rehoming scheme**

- Growing the number of guardian homes in my area by considering creative opportunities and engaging with the public to promote the benefits of the rehoming scheme to both donkeys, mules and people;
- Provide expert information, support and education to a growing number of good quality guardian homes to support donkeys and mules in homes;
- Providing practical advice to guardian homes when required as well as expertise in all aspects of donkey and mule care, welfare and behaviour; making referrals to other expert colleagues when required;
- Offering advice where appropriate for use of donkeys and mules for humane work taking into account the social and psychological benefits of human : donkey interactions;
- Be informed and aware of current activities and in particular promote the benefits of our donkey assisted therapy and where possible find opportunities to develop and grow DAT;
- Providing advice in a sensitive and positive manner that respects the important roles others play in supporting the work of the sanctuary.

### **Training**

- Maintain excellent skills and knowledge in all the required areas of work through attendance at regular training using a variety of training mediums; in addition take responsibility for your own continuing professional development using a number of local, national and international training opportunities;
- Complete all the necessary elements of learning as part of training for the role of DWA within the welfare team; undertaking the relevant modules of the Donkey Sanctuary Diploma and their updates as and when required;
- Deliver training as required to a number of audiences including guardian homes, members of the public and others in a style suitable to your audience and using the resources made available to provide high quality, informative and impactful training which can be evaluated and demonstrates “making a difference”.

### **General**

- Act as an effective team member within the charity, within region and across Europe, making use of local resources, including holding bases and DAT centres; In addition, identify locations for suitable holding bases within region which may be used for short term accommodation for donkeys in need;
- Provide excellent customer care to those you come into contact with; providing expert advice and service to a consistently high standard.

### **Responsibilities of all Donkey Sanctuary Employees**

- Act as an effective Ambassador for the Charity, demonstrating behaviour which supports the Charity’s strategy and values and work in a way which promotes the standards described in the Competency & Standards Framework;
- To work within the Charities’ guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;
- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships.

### **Hours**

Annualised hours based on the full time equivalent of 30 hours per week (1560 hrs per annum).

This is a 24/7 operation and it is expected that hours will be worked on a flexible basis to respond to the needs of the role.

## Location

Primarily home/field based although periods of work at the sanctuary's headquarters will be necessary. It will be a requirement of the job that you live centrally within region in order to gain easy access to travel and communication networks; you are required to have broadband access and good mobile phone reception, although improved access to broadband and mobile networks, if this is necessary, will be supported by the Charity.

There will be occasions when you will be requested to work at other locations considered reasonable by the Charity.

## Person Specification

### Knowledge and Skills

#### Essential

- Able to act as a positive influencer and represent the charity, promoting and modelling our values in all areas of your work;
- High level of equine knowledge have worked practically with equines for a number of years
- Knowledge of legal practicalities and experience of the application of relevant animal welfare legislation;
- Understanding of equine behaviour and able to demonstrate practical delivery of this in the field;
- Fully conversant with IT hardware and software equipment so as to keep colleagues and HQ regularly updated and the ability to input into databases and systems, for example in uploading photographic and video images to support welfare cases;
- Competent IT skills (proficient in Word, Outlook and Excel) and the use of the Donkey Sanctuary internal software (training provided);
- Excellent communicator who is able to demonstrate these skills to a variety of audiences in a variety of mediums, including presenting to small and large groups;
- Full valid driving licence.

#### Desirable

- Able to demonstrate working knowledge of photography and social media;
- Confident public speaker and able engage a range of audiences to increase our supporter base;
- Excellent time manager who is able to prioritise a number of projects at one time;
- Previous experience in attending at court and presenting in this arena together with knowledge of legal process and evidence giving and/or a willingness to undertake this area of work.

#### Personal Attributes

- Passionate about equine welfare;
- Recognises the importance of customer service and strives to deliver high standards;
- Able to demonstrate an understanding of the importance of data security;
- Able to demonstrate tact and diplomacy in dealing with sensitive and confidential matters;
- Maintains performance, professionalism and composure when under pressure;
- Ability to work as part of a team;
- Self-motivated with a flexible attitude;
- A friendly and approachable personality;
- Able to demonstrate the ability to establish, build and maintain successful relationships with staff and supporters;
- Able to present a positive professional image of The Donkey Sanctuary at all times.

**Note:** To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing. Please sign below to state that you have read and understood your job description.

*Employee Name:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_

*Date:* \_\_\_\_\_

RT: Aug 2017