

**JSPCA Animals' Shelter**  
**Role Profile**  
**Ambulance Driver – Out of Hours – Nights & Weekends**

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As a member of the Front of House Team, you will work collaboratively and flexibly with your colleagues to deliver a professional, efficient and compassionate out of hours ambulance service to members of the public

You will communicate effectively, support the delivery of a joined-up service, working with our vet partners where necessary, and will work within appropriate JSPCA policies, procedures and guidelines to ensure a safe and clean working environment.

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**Areas of responsibility and delivery:**

**Supporting the Business**

Under the guidance of your manager, and managing your work in an efficient way and communicating with colleagues you will ensure the most efficient use of resources. Your duties will include:

- Using the JSPCA pool vehicles to attend and deal with out of hours and emergency calls from members of the public in a timely manner
- Using JSPCA pool vehicles to provide a safe, reliable and timely animal and wildlife transport service from point of collection to either the Shelter or our Vet partner
- Managing the loading and unloading of animals
- Following all recognised protocols and procedures for transporting animals in a safe and humane manner
- Liaising with clients and members of the public as necessary showing professionalism, compassion and sensitivity
- Providing advice and support to members of the public where appropriate
- Monitor appetite, hydration, stools and vomit of animals in your care and communicate this information to the receiving shelter staff
- Administer pain relief medication to wildlife as necessary
- Complete all required paperwork and record keeping
- Providing support to other areas and activities of the Shelter (e.g. Kennels, Clinic, Reception) as required within paid working hours
- Managing the ambulance pool vehicle. You will keep the vehicle clean inside and out, well stocked and ready for use. You will follow all procedures relating to the use of JSPCA vehicles including the timely reporting of accidents or incidents, or necessary repairs,
- Managing all equipment used on your shift ensuring that all carriers used are washed, sterilised, repacked and secure.

**Working Safely and Securely:**

You will take reasonable care for your own safety and the safety of others, including the public, staff, volunteers and contractors, by complying with health and safety and other related procedures to manage and minimise risk. You will undertake agile, high quality risk assessments for each job that you undertake and call appropriate services such as the fire service if necessary.

**Teamwork:**

You will be an excellent team player helping to create a great place for your colleagues (staff and volunteers) to work. You will be supportive and helpful to staff and volunteers alike, fostering a culture of good teamwork. You will participate in periodic team meetings and training events and work with colleagues to complete actions arising from them.

**Financial & Governance Procedures:**

You will comply with all relevant financial and governance procedures. You will strive to be efficient and ensure cost effectiveness in all the work that you do.

**Supporting our Purpose**

You will wear your JSPCA uniform with pride and enthusiastically share knowledge and provide advice to members of the public seeking our services. You may also provide more general information about the JSPCA to foster a greater understanding and appreciation of our cause. You will help maximise our income generation by supporting wider fundraising initiatives as required.

**Knowledge, Skills and experience needed**

- Full, clean manual driving licence is essential & access to parking
- Able to work on own and own initiative without immediate assistance from manager and take responsibility for getting things done within agreed parameters.
- Strong interpersonal skills enabling strong and effective working relationships and interactions with staff and clients alike in a wide variety of (sometimes challenging) situations,
- Experience of assessing and managing operational risk relevant to the role, including the production of agile risk assessments when on the job.
- Knowledge of relevant Health and Safety compliance requirements and best practice relating to all aspects of the job.
- Excellent problem-solving abilities & ability to maintain appropriate records
- Good team player
- Ability to work under pressure
- Physical ability to manually handle animals of all shapes, sizes and types whilst retrieving animals and loading and unloading vehicles
- An ethical approach to working with animals, displaying sound judgement and compassion at all times.

**Scope of the Role**

**Reports to:** Front of House Manager

**Working hours/Pattern:** 'Out of Hours' working Nights and Weekends on a rota basis  
5pm to 8am night shifts & 8am to 5pm Sundays

**Line management:** None

**Date of review:** July 2021