

## Job Description

<b>Job title:</b>	Animal Companionship Practitioner
<b>Location:</b>	OSF Head Office, c/o British Racing School, Snailwell Road, Newmarket, CB8 7NU
<b>Hours:</b>	Full-time (40 hours/week) may include occasional evenings and weekends
<b>Responsible to:</b>	Chief Executive Officer (CEO)
<b>Duration:</b>	Permanent

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### THE CHARITY

Our Special Friends (OSF) aims to help people benefit from the companionship of animals and support them through difficult times. We promote, preserve and provide animal companionship and we champion animal companionship support services for people in need in the local community. We provide practical advice and emotional support to individuals who are having difficulty caring for their pet or who are missing the companionship of an animal. We coordinate local community support to help people to enjoy the companionship of animals without the worry.

### JOB PURPOSE

With an active pipeline of cases, we now need a colleague to work with us in service delivery, so that we can effectively match our volunteers and resources to meet the needs of our service users.

The role will initially involve working alongside the CEO who currently also leads on service delivery, shadowing case handling, supporting the handling of new cases and reviewing the learning from cases handled to date. It will involve assessing need and the appropriateness of types of intervention. Ultimately the postholder will develop knowledge and skills to manage service delivery using a working model, supported by appropriate resources, training and procedures. Previous experience in related care services field, together with an interest and appreciation of the value of the human/animal bond are essential. You will be joining our friendly and caring team.

Training and support to be included in the role with a view to personal and career development. This is the first of a number of geographically distinct new roles for which training will be given.

### MAIN DUTIES AND RESPONSIBILITIES

- To assess and manage cases/enquiries initially alongside the CEO
- Assessing cases on first contact from the public/clients/support agencies
- Working closely with the Volunteer Support Manager to ensure that services are delivered efficiently and volunteers are well supported in their role
- To help develop and implement service protocols

- To form networks and partnerships with relevant organisations to support the development of services within OSF. Review, design and streamline existing protocols and policies relating to care and clinical intervention.
- To address issues arising from colleagues and volunteers and their work in the community, and liaise with the CEO on appropriate action
- Casework overview
- Developing Service Delivery and service evaluation protocols, including Health and Safety Risk Assessments
- Networking and agency liaison
- Identifying and developing areas for expansion
- Developing partnerships and links with local community
- Database entry and maintenance of records
- Working with colleagues and volunteers to ensure information is up to date
- Ensuring cover in place of local lead volunteer absence
- To undertake other such duties and responsibilities commensurate with the role as and when required.
- To uphold and champion the values of OSF.

## PERSON SPECIFICATION

Criteria	Description	Essential or Desirable
Experience	▪ Working in the charity sector is desirable but not essential.	D
	▪ Experience of working in a grassroots organisation	D
	▪ Providing a service to the general public, in particular vulnerable adults is preferable	D
	▪ Experience of working in or with the veterinary profession	D
	▪ Experience of developing services	E
	▪ Animal case management experience	D
	▪ Experience of working with databases	D
	▪ Experience of working in a team, collaborating with internal and external colleagues	E
	▪ Good understanding of one or more of social services structures: health and social care, mental health services	D
Skills	▪ Excellent written and verbal communication skills	E
	▪ Proficient in the use of IT, including Microsoft Office applications, database management and internet	E
	▪ Strong organisational skills, with an ability to plan and prioritise own work	E
	▪ Good time management skills	E
	▪ Able to work on own initiative and work well and exercise good decision-making under pressure	E
	▪ Excellent attention to detail	E
	▪ Flexible attitude and a positive and outgoing personality	E

	<ul style="list-style-type: none"> <li>▪ Sympathetic to the aims and ethos of OSF, in particular the human-animal bond</li> <li>▪ Ability to maintain confidentiality</li> <li>▪ Ability to develop professional and productive relationships with a range of stakeholders</li> <li>▪ Sensitive and effective interpersonal skills and emotional intelligence</li> <li>▪ Ability to exercise initiative and work independently but also as a member of team</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Knowledge	<ul style="list-style-type: none"> <li>▪ Interest in animal health and welfare</li> <li>▪ Good understanding of veterinary care services</li> </ul>	<p>E</p> <p>E</p>
Qualifications	<ul style="list-style-type: none"> <li>▪ Degree level or equivalent</li> <li>▪ Full clean driving licence</li> </ul>	<p>E</p> <p>E</p>

### Salary

Circa £25,000.00 per annum

### Job Details

Normal working hours are 8.30am-5pm Monday-Friday. Occasional evening and weekend working may be required, for which time off in lieu will be given

Annual leave entitlement: 25 days (excluding Bank Holidays)

If you feel you have the skills and experience to apply for this position, please forward your CV to Belinda Johnston [office@ourspecialfriends.org](mailto:office@ourspecialfriends.org) along with a covering letter explaining your suitability and fit for the role.

**Closing date for receipt of completed applications is May 21 2021**

This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by OSF management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.

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