

Job Description

Position: Shift Supervisor

Reports to: Animal Care Manager (ACM) and Senior Supervisor (SS)

Role Overview

Lanta Animal Welfare is seeking a compassionate, reliable, and hands-on **Shift Supervisor** to support the daily operations of the centre. This role plays a key part in maintaining high standards of animal welfare, staff and volunteer supervision, and safe, effective kennel operations.

The Shift Supervisor works closely with the Animal Care Manager, Senior Supervisor, medical team, and trainers to ensure the wellbeing, behaviour, and care of resident and recovering animals. The role is physically demanding and fast-paced, requiring strong leadership, excellent judgement, and a deep commitment to animal welfare.

Key Responsibilities

Leadership & Supervision

- Support the ACM and Senior Supervisor in all aspects of centre operations
- Lead, supervise, and support Kennel Assistants and Volunteers during shifts
- Assist with recruitment, induction, scheduling, and supervision of Kennel Assistants and Volunteers
- Deliver hands-on practical training to approved LAW standards, including:
 - Animal handling and safety
 - Hygiene and sanitation
 - Animal care procedures
 - Disease control
 - Animal communication and behaviour
- Supervise daily activities to ensure correct conduct, safety, and professionalism
- Address performance concerns, conflicts, or feedback promptly and constructively
- Foster a positive, supportive team environment that maximises staff and volunteer development

Daily Animal Care Operations

- Assist ACM and SS with all daily animal care operations, ensuring procedures are followed consistently

- Monitor work completed by Kennel Assistants and Volunteers to ensure tasks are completed correctly and on time
- Ensure animals receive appropriate food, water, grooming, enrichment, and exercise in line with LAW standards
- Uphold and model humane, compassionate animal care at all times
- Assist in maintaining standards of care for animals in foster care
- Conduct ongoing assessments of animal health, welfare, and suitability for rehoming
- Promptly report any health or welfare concerns to the veterinary team
- Ensure treatments and medications are administered correctly and on schedule
- Coordinate animal movements under veterinary and ACM direction
- Ensure animal housing, walkways, and surrounding areas are clean, safe, secure, and presentable to the public
- Enforce sanitation and disease control protocols

Canine & Feline Behaviour

- Work closely with the Behaviourist on assessments and implementation of individual care plans
- Identify behavioural welfare concerns early and support appropriate interventions
- Support dog integrations, social walks, training plans, and area management under ACM guidance
- Assist with training, handling, socialisation, and exercise following behaviourist instructions
- Educate Kennel Assistants and Volunteers on animal behaviour and communication
- Collaborate with the Behaviourist and Adoptions Coordinator to maximise adoption outcomes

Medical & Emergency Support

- Work closely with the Medical Director, Centre Director, and medical team to manage incoming patients
- Support emergency cases alongside the veterinary team
- Follow veterinary instructions precisely and ensure compliance across the team

Maintenance & Stock Control

- Assist with stock control of food, cleaning supplies, and equipment
- Conduct regular inspections of equipment and facilities, reporting defects promptly
- Provide recommendations for repairs and infrastructure improvements

Health, Safety & Compliance

- Ensure all health and safety procedures are followed at all times
- Report accidents, incidents, and near-misses in line with LAW procedures

- Act in a confidential and professional manner when required

Other Duties

- Represent Lanta Animal Welfare professionally at all times
- Participate in SUP meetings and staff briefings as required
- Keep the ACM informed of operational issues and concerns
- Stay informed of best practice in shelter operations and recommend improvements
- Drive centre vehicles for charity business when required
- Undertake other duties as reasonably directed by the ACM or SS

Essential Requirements

- Strong alignment with the mission and values of Lanta Animal Welfare
- Pragmatic, welfare-led approach to animal care
- Proven experience supervising and motivating teams
- Excellent organisational and communication skills
- Fluent spoken and written English
- High level of professionalism, maturity, and sound judgement
- Extensive hands-on animal care experience in shelters, rehoming centres, veterinary clinics, or boarding kennels
- Strong dog handling skills and understanding of group dynamics
- Good physical fitness and ability to perform manual tasks

Desirable

- Experience working in Asia and/or volunteer-based organisations
- Valid driver's licence and ability to ride a motorbike

Benefits & Conditions

- 8-hour shifts, 5 days per week (flexibility required)
- Monthly stipend: **14 - 16,000 THB**
- Probation period: **3 months**
- Free basic on-site accommodation (subject to availability)
- Island business discounts (restaurants, diving, etc.)
- Annual leave: **21 days per 12 months**, including public holidays