



Position Description  
**Animal Services Attendant**  
City Standards and Animal Care Branch  
Community Services

## ABOUT COUNCIL

Logan City Council offers a working environment that recognises innovation, creativity and teamwork, and encourages personal and professional development.

We're the seventh largest local government in Australia, providing community services and facilities to almost 314,000 residents representing over 215 different cultures. We currently have about 1,700 employees who serve the City of Logan community by successfully delivering a large and diverse portfolio of programs and services.



Logan City Council's vision is to deliver an innovative, dynamic city of the future—one that offers social, environmental and economic health now and for future generations. The organisational vision is to drive innovation to deliver quality services and assets in new and better ways that make it easier for customers to do business and live in and visit the city.

## OUR VALUES:



## ABOUT THE CITY STANDARDS AND ANIMAL CARE BRANCH

The City Standards and Animal Care Branch provides community safety and wellbeing through education and implementation of high quality proactive and responsive compliance services in relation to responsible pet ownership, graffiti removal, pest and weed management, business on public places, residential nuisances and parking regulation.

These services are provided through 5, namely:

### Amenity, Safety & Parking program

To ensure a safe and healthy community and protect the natural and built environment to increase the value of being in Logan City.

### Animal Care program

Provides delivery on all aspects of Animal Compliance, Animal Response and Animal Services in accordance with legislation. To proactively increase public awareness and community understanding of the need to responsibly manage companion animals, thereby reducing animal related nuisances.

### Branch Management program

To provide overall management to the branch in respect to the areas of financial direction, customer service, leadership, culture and service delivery.

### Education & Systems Services Group program

Delivers integral internal and external service delivery for education initiatives of the Branch as well as a high quality and innovative business and systems service for the Branch.

### Graffiti & Pest Services program

Promotes and reduces the impact and incidences of graffiti, declared pest animals and plants, mosquitoes and rodents.



# ABOUT THE ROLE

**POSITION TITLE:**

Animal Services Attendant

**POSITION NUMBER(S):**

Full Time: 6431, 15415  
Casual: 6449, 6440, 6446, 6448, 6444, 6430, 6447

**CLASSIFICATION LEVEL:**

1

**AWARD:**

Queensland Local Government Industry (Stream B) Award – State 2017

**REPORTS TO:**

Animal Services Team Leader

**JOB PURPOSE:**

Deliver consistent care, handling and husbandry to impounded, pre-sale and sale animals and undertake suitable tasks as directed in the areas of Animal Care, Animal Services and Kennel Operations.

**DECISION MAKING AUTHORITY:**

The incumbent is required to work independently under general direction and is guided by established policy, procedures, methods, guidelines, delegations and codes of practice pertaining to animal management and welfare.

**POSITION DIMENSIONS:**

No direct or indirect reports.



## KEY RESPONSIBILITIES / ACCOUNTABILITY

### ANIMAL SERVICES

Contribute to quality day-to-day operations of the Animal Management Centre impounding and rehoming facilities.

Deliver consistent care and husbandry to impounded, pre-sale and sale animals and ensure the physical needs of all animals are met in relation to accommodation, feeding, health and disease management.

Use correct, positive handling approaches and maintain the safety, health and welfare of the animals in care.

Work collaboratively with the Animal Services Team to enhance the reputation of the facility.

Transferring selected unclaimed animals to welfare organisations and other breed specific stakeholders that hold a current Letter of Agreement (LOA) with Council.

Impound animals placed in the After Hours Acceptance Pens and Valet pens.

Monitor animal health and behaviour and report any issues. Administer medication to animals and perform basic first aid as prescribed by the Veterinary Service Provider (VSP).

Train relevant university and work experience students and volunteers on safe work practices when working with animals, disease management and basic animal husbandry.

Ensure the sales and rehoming facilities are checked on a regular basis throughout the day to ensure they are presentable and ready to accept customers.

Contribute to the amenity and presentation of the Animal Management Centre by undertaking duties such as weed and litter control.

#### *Performance Criteria*

- Kennels and cattery are cleaned in accordance with disease management practices
- Daily animal husbandry requirements are provided
- Site is safe, clean and tidy
- Feedback from Supervisor, Team Leader and colleagues within the Animal Services Team.

### ADMINISTRATION & REPORTING

Accurately update and maintain records in Council's corporate systems and mobility solution including but not limited to capturing the movement of animals in the kennels / cattery, observations, dietary requirements and treatment plans.

Communicate extensively with the Animal Assessment and Rehoming Team, adopting a consultative and problem solving approach to identify work priorities and establish best work practice.

Participate in the review of procedures and guidelines relating to the handling and management of animals.

#### *Performance Criteria*

- Maintain thorough record keeping into Council's corporate software systems and Mobility solution
- Share / transfer knowledge to enable continuous improvement opportunities and team efficiencies
- Attend and participate in meetings, corporate training and health and wellbeing programs as required.



## CUSTOMER SERVICE & EDUCATION

Provide high standards of customer service to our external and internal customers alike in an accurate, appropriate and efficient manner.

Strive for best practice and continuous development to improve efficiencies.

Actively promote and support responsible pet ownership opportunities for on-site customers if required.

Liaise with the VSP and Animal Assessment and Rehoming Team to provide effective care to impounded animals.

### *Performance Criteria*

- Maintain professionalism and consistent levels of customer service
- Feedback from Supervisors, Team Leaders and Program Leader.

## MOTIVATION & TEAMWORK

Promote and champion a positive team focused behaviour and attitude. Foster a one-team approach.

Proactively participates and contributes as an individual and as part of a multi-disciplinary team towards the achievement of team goals and objectives with a focus on continuous improvement.

Display a culture of learning and growth where ideas and knowledge are shared and staff are committed to professional and personal development.

Demonstrated ability to innovate and work collaboratively.

Exude and promote the branch culture initiative - Setting Our Standards, and maintain Council's core values.

Cultivate and maintain effective team communications.

Support the training, mentoring and development of new staff, temporary staff, trainees, volunteers, university and work experience students for allocated periods of time.

Provide feedback and process improvement recommendations to the Animal Services Team Leader based on experiences and interactions with day to day processes.

### *Performance Criteria*

- Embraces self-development opportunities and improvement of internal benchmark standards
- Feedback from Supervisor / Team Leader and colleagues.

## OTHER

All staff are required to adhere to the standards of conduct and behaviour outlined in the Code of Conduct as a minimum. The Code of Conduct is a set of standards and behaviours supported by our Corporate Values. The Code of Conduct aims to deliver best practice by ensuring these standards and behaviours are clear and guided by sound ethics.

Appropriate use, care and maintenance of all equipment specific to the position.

To contribute to the effectiveness of Council's Health and Safety program by:-

- Complying with all statutes and regulations, and prescribed procedures.



- Following safe work practices, instructions and rules to prevent accidents or harm to self and others.
- Taking adequate safety precautions when working in potentially dangerous situations or with unfamiliar or unpredictable people and animals.
- Using appropriate protective clothing and equipment.
- Keeping the work area in a clean and tidy state.

Undertake any other duties as are reasonably within the limits of the employee's skills, competence and training.



## WHAT WE'RE LOOKING FOR

### KNOWLEDGE, SKILLS AND QUALIFICATIONS

Certificate in Companion Animal Services or Animal Husbandry (or similar) would be highly regarded, or the ability to acquire.

Knowledge of animal husbandry, kennel and facility operations and animal disease transmission and prevention methods together with the ability to undertake preliminary animal health checks.

Demonstrated experience working with and handling animals, preferably in a kennel / cattery environment.

Operational understanding of an animal management facility and associated tasks.

Knowledge of a variety of domestic animal breeds and behaviour traits, or the ability to quickly learn and identify.

Experience in handling anxious, aggressive or scared animals.

Demonstrated ability to work with animals of all behaviour types in a confident and mature manner.

Literacy and numeracy skills, with a focus on attention to detail and accuracy.

Ability to cope with the physical and mental aspects of the position in a highly emotive and often adversarial environment.

Competency or the ability to acquire competency in Council's corporate software systems and Mobility solution.

### SUCCESS PROFILE

Thorough knowledge of animal husbandry, kennel and facility operations. Prior experience in a local government impound facility would be highly regarded.

Excellent oral communication and interpersonal skills with a proven ability to communicate effectively and act tactfully in sometimes sensitive situations.

Flexible, adaptable and responsive to change with a desire to deliver quality outcomes.

Demonstrated willingness to learn and a commitment to follow procedures and direction.

Commitment to Risk Management and Workplace Health and Safety with a demonstrated ability to assess risk and make prompt, reliable decisions within the bounds of allocated responsibilities.

Well-developed resilience skills.

Work within established policies and procedures relative to the position and exercise initiatives accordingly.

Demonstrated ability to make prompt, reliable decisions within the bounds of allocated responsibilities.



## REQUIREMENTS & POSITION SPECIFIC CONDITIONS

The applicant:

- Must undergo a pre-employment functional assessment and be able to meet the physical requirements of this position.
- May be required to work flexible hours as required by operational needs in any 5 days out of 7 which may include weekends (penalty rates apply).
- May be required to be rostered for after-hours duties.
- Must possess a current 'C' class driver's licence and be competent in the use of specialised vehicles and equipment.
- Must wear a Council provided uniform.
- Must use appropriate protective clothing and equipment.
- Must be willing to participate in ongoing personal and professional development opportunities eg training and education.

This position has been identified as having a 'Significant Risk' of exposure to a disease preventable by vaccination. Therefore, it is a compulsory requirement of the position that the incumbent have the following vaccinations (which may vary in the future) in accordance with the terms of the Australian Immunisation Handbook and Council's Worker Vaccination Management Directive. Vaccines for this position currently include: Tetanus and Q fever.

Applicants should be aware the animal and declared pest related environment houses domestic animals and livestock as well as chemicals used for pest management and graffiti removal. Applicants should not suffer allergies or chemical sensitivities nor be adverse to an animal friendly environment.

## DATE REVIEWED

March 2021

## REVIEW

This Position Description may be reviewed from time to time as Logan City's organisation may be developed or restructured. Any such re organisation of duties shall be the subject of discussion with the position incumbent.