



Position Title	Townsville City Council Veterinary Surgeon
Position Number	N02171, N02411
Level	LGO 6
Division	Community Environment and Lifestyle
Section	Environmental Health and Regulation
Reports to	Coordinator Animal Care and Adoption Centre

Townsville: City of Opportunity

Townsville City Council is the largest local government authority in Northern Australia.

We are committed to creating value by growing Townsville through driving economic diversity and generating an enriching lifestyle.

Our organisation provides and maintains over \$5.4b worth of community assets including water and wastewater network and treatment, bridges, drainage, roads, waste management, community facilities, sporting venues and more. We contribute to an active lifestyle for our residents and visitors through events, providing recreational facilities, protecting the natural environment and heritage, while creating a mentally and physically healthy city.

We lead creation of a city for this and future generations by focusing on our transition to a circular economy that is resilient to social, financial and environmental shocks.

We are a Council led by our community to create an exciting and dynamic future.

Townsville City Council is growing Townsville.

Your Contribution

This position will work to deliver exceptional customer service to our community, whilst continuing to innovate and create value in all work undertaken by Council. This work will be delivered through collaboration with the leadership team and in consultation with the Townsville community.

This position will involve actively contributing to achieving the strategic vision for Townsville through exemplar safety practices, personal accountability, and customer focus.

You will drive a culture that embodies our corporate values to SERVE:

- Safety**
- Excellence**
- Respect**
- Value**
- Enjoyment**

This position has clear expectations to role model the performance standards, values, behaviour and attitudes that are integral to our workplace culture and stakeholder reputation as an organisation of excellence. This position plays a key role in the Animal Care and Adoption Centre and working collaboratively across Council to champion our purpose of Growing

Townsville and to deliver the Corporate Plan in consultation with the Townsville Community. This position is accountable to the General Manager Environmental Health and Regulation and will be focused on the needs and aspirations of the Townsville community; growing and managing customer relationships, developing a culture of customer-centricity and personal accountability; and reshaping how we deliver services to maximise value.

As the Townsville City Council Veterinary Surgeon you will contribute to the care of all animals in the animal care and adoption centre. This position is responsible for managing the vet clinic with an emphasis on infectious disease control and prevention, animal care, behaviour assessment, environmental enrichment and medical consultations and centre surgeries. This position will also work closely with the Care and Adoption Centre team to teach basic identification and treatment of animal illnesses and injuries, behaviour assessment, animal population health management and environmental enrichment.

As the Townsville City Council Veterinary Surgeon you will play a pivotal role in collaborating with the community and the animal industry to promote the responsible pet ownership messages of Council. The position will also play a role in the implementation of key programs across the community.

Key Accountabilities

Keeping the customer at the heart of all activities, this position will:

- Model positive safety behaviours and lead Workplace Health and Safety compliance of relevant policies, procedures and legislative requirements so *Everyone Goes Home Safe Today*.
- Deliver an outcomes-focused and value-adding culture where leaders and staff take personal accountability for delivering on Council's Corporate Plan and policies.
- Follow reasonable directions to maintain business continuity of critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event.
- Perform all aspects of veterinary care required including examination, diagnostics, administer of medication, cell and tissue samples, diagnostic test and surgeries.
- Run the day to day operations of the vet clinic in accordance with best governance practices including recordkeeping in accordance with relevant legislation, scheduling procedures, reordering of clinic medicines and equipment in line with budget requirements.
- Be accountable for dispensing, recording and storing of class S4 and S8 drugs in accordance with relevant legislation requirements.
- Lead the development, implementation, maintenance and review of policies and procedures relevant to the veterinary surgery to ensure compliance with standards and animal welfare legislation.
- Conduct temperament testing of animals to determine suitability for rehoming.
- Mentor other team members of the team in the basic examination and treatment of animals.
- Build and maintain key working relationships within Council and with the animal industry.
- Deliver efficient and effective veterinarian services to satisfy Council's three transformational principles of financial sustainability, community engagement and economic activation.
- Provide 'subject matter expertise' on the care of the animals.
- Assist in the overall Care and Adoption Centre duties when required.
- Participate in coaching, mentoring, and training opportunities to ensure subject matter expertise is maintained.
- Promote a collaborative culture through positive actions and thorough knowledge sharing by supporting the team to actively support TCC strategic outcomes and change practices.

Key Requirements

- Degree in Veterinary Science, from a recognised tertiary institution or the equivalent academic qualifications that meet the requirements for registration as a Veterinarian in Queensland.
- Two or more years of veterinary experience is preferred. However, candidates with lesser experience that possess a keen interest in shelter work will also be considered.
- Ability to work sole charge.
- Strong surgical skills especially in spay/neuter procedures.
- Strong interest in animal welfare
- Possession of a radiation licence that is valid in QLD (or ability to obtain licence).
- Drive to continue upskilling knowledge in veterinarian care and science, including changes in legislation.
- Advanced levels in recordkeeping and reporting.

- Well-developed skills in behavioral identification and handling of unpredictable, aggressive and dangerous domestic animals.
- Experience in managing the operations of a vet clinic.
- Ability to mentor, train and provide guidance to the vet nurse and other members of the Care and Adoption Centre team.
- Advanced levels of problem solving and resourcefulness in performing the role.
- Advanced level of interpersonal skills including the ability to relate in an authoritative and diplomatic manner, particularly in dispute and confrontational situations.
- Well-developed level of organisational, prioritisation and time management skills.
- Experience in effectively and positively dealing with a wide range of stakeholders and the public in an educative and compliance focused environment.
- Intermediate skills in Microsoft applications.
- Current unrestricted 'C' class drivers licence.
- Animal Shelter / Pound experience (desirable).
- Ability to work extended hours when reasonably required.
- Demonstrated experience role modelling a positive safety culture and adherence to the Health Safety Management Systems through visible leadership and exercising due diligence and management of compliance and legislative obligations.

Position Dimensions

Townsville City Council employs 1700 staff and has an annual budget of \$648.8 million and community assets of \$5.4 billion. This position will be responsible for 0 FTE.

Reporting Structure

This position reports to the Coordinator Animal Care and Adoption Centre.