

POSITION DESCRIPTION

Position Title:	Animal Shelter Operations Coordinator	Position Code:	6-ASOC
Division:	Development and Environment	Grade:	E
Location:	Dubbo	Hours/Week:	38
Reports to:	Team Leader Compliance		
No. Direct Reports:	3 plus casuals	No. Indirect Reports	Nil

Primary Purpose of Position

This position is responsible for the operations of the Dubbo City Animal Shelter including the staffing, care, management and release of impounded animals.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Team Support	• Represent the branch in a professional and ethical manner. • Participate and contribute to an effective and productive team. • Provide the communication link from the Manager to members within the team. • Assist in any other matters as requested by the Supervisor, Manager or the Director.
Leadership	• Represent the branch in a professional and ethical manner • Mentor and encourage skill development within the team. • Develop and implement processes to continually improve operational efficiencies. • Maintain good working relationships with other Council staff and stakeholders
Team/People Management	• Supervise your team and their duties ensuring that individual accountabilities and performance are monitored and achieved. • In conjunction with HR policies, make recommendations to the Manager on appointments, promotions and terminations of staff under your control. • Ensure that the organisation's policies and procedures are fully understood and adhered to by your team. • Ensure appropriate communication to your team to ensure awareness of relevant key issues • Foster good team work and high staff morale within the team. • Supervise volunteers and work experience students

Key Accountabilities / Duties

Shelter Management	• Asset Management including daily cleaning and maintenance to maintain a professional looking facility. • Animal Management including care, rehoming, microchipping and euthanasia • Cash management / Receipting • Customer Service • Stock Control / Purchasing • Maintain and enforce policies and procedures
Animal Control	• Enforcing animal control measures in regards to: • Companion animal control • Livestock control • Animal Welfare • Feral pest control
Community Education	• Develop and implement a range of community education programs to promote responsible pet ownership. • Maintain Shelter social media platforms
Emergency Services	• Assist relevant emergency services
Reporting, planning and monitoring	• Assist Manager Environmental Compliance report on Council's strategic plans & documents • Provide input into corporate plans, reports, programs, and policies as required. • Complete reporting as required by Office of Local Government

Inherent Requirements of the Position

- Class C Drivers licence
- Pre-employment Health Assessment
- Hepatitis A & B, Q Fever and Tetanus Vaccinations
- This position must have the ability to attend call-outs after hours in a timely manner.
- This position is required to work indoors and outside, in public and non-public areas as part of the role, thus a reasonable level of fitness and good manual handling technique are inherent requirements of the role.
- This position is required to wear an approved DRC uniform at all times.
- The position is provided with a DRC mobile phone which must be carried at all times. Personal calls are to be reimbursed regularly.

Selection Criteria

Essential

1. Certificate III level qualifications in companion animal, business, administration or management fields, or experience commensurate to the qualification.

2. Demonstrated supervisory experience
3. Previous experience working in companion animal care or control
4. Demonstrated computer literacy and administration skills, including databases and cash handling
5. Customer Service experience and high level communication and conflict resolution skills
6. Experience in reviewing policies, procedures and Work Health and Safety Systems

Desirable

7. Working knowledge of relevant legislation and industry guidelines including Companion Animals Act, Impounding Act and Work Health and Safety Act
8. Certificate IV Companion Animal Services, Accredited Authorised Identifier and Euthanasia qualification

Organisation Wide Accountabilities

Corporate Values	All employees have a responsibility to uphold the values of Dubbo Regional Council being: • Progressive ○ Be curious, courageous and committed • Sustainable ○ Balanced approach to growth and opportunity • One Team ○ Working together • Integrity ○ Accountable for our actions
Work Health and Safety	All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include: • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.

Code of Conduct and Equal Employment Opportunity	Staff will, at all times, adhere to: • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.
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Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: