

POSITION DESCRIPTION



Title:	Animal Shelter Officer
Position Number:	Various
Classification:	Band 4
Directorate:	Sustainable Development
Department:	Animal Management
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	Vacant

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator Animal Management
Direct Reports:	▪ Nil
Primary Internal Relationships:	▪ Manager Environment ▪ Team Leader Animal Management ▪ Animal Management Team ▪ Responsible Managers ▪ All Staff
Primary External Relationships:	▪ Veterinary Clinics ▪ Bureau of Animal Welfare ▪ Emergency Services ▪ External Council staff ▪ Animal Welfare groups ▪ Veterinarians ▪ Contractors

POSITION OBJECTIVES

Undertake a range of duties and functions associated with the activities involved in the day to day running of Council's Animal Shelter.

Provide excellent customer service to both internal and external customers, fostering a positive relationship between the animal shelter and the community.

KEY SELECTION CRITERIA

- Ability to operate and maintain the animal shelter as directed by the Coordinator Animal Management to ensure compliance with all associated legislation, regulations, codes of practice and best practice guidelines.
- Excellent customer service and ability to achieve outcomes that prioritise animal welfare and responsible pet ownership.
- Proficient use of Microsoft Office and ability to learn new systems and programs.
- Experience and knowledge of animal welfare and animal handling principles including the ability to undertake minor veterinary procedures.
- Ability to plan, prioritise and organise work load in a timely manner and at times autonomously.

KEY RESPONSIBILITY AREAS

- Operate and maintain the animal shelter as directed by the Coordinator Animal Management. This includes, but is not limited to:
 - Animal welfare activities including regular inspections, grooming and enrichment;
 - Providing adequate feed and water;
 - Maintaining all areas of the animal shelter in a clean and hygienic state focussing on animal welfare and disease control. This includes the cleaning and disinfection of all surfaces (eg: pens, doors, walls, fans, floors, wire);
 - Liaising and partnering with various animal welfare organisations, rescue groups and animal shelters to continue to ensure adoption rates meet community expectations;
 - Conducting animal behavioural assessments based on established guidelines;
 - Assessing all potential buyers for appropriate rehoming and determine animals suitability;
 - Releasing and disposing of animals;
 - Assisting the veterinarian as required in microchipping, medicating animals, initial veterinary examinations and providing first aid as required;
 - Maintaining the animal shelter and the surrounding land and yards;
 - Management of customers and security of the facility.
- Perform the duties of an Authorised Officer in accordance with the Instrument of Delegation approved by Council.
- Ensure that the statutory requirements of the Domestic Animal Act, Local Government Act, Prevention of Cruelty to Animals Act, Impounding of Livestock Act and other relevant acts, regulations and codes of practice are complied with and enforced in accordance with legislation and Council policies and procedures.
- Assist with the investigation of breaches of relevant legislation, collate evidence and prepare reports for legal proceedings (where necessary).
- Provide a professional, effective and efficient customer enquiry service for the animal shelter either in person, by e-mail or over the phone.
- Address customer concerns complaints in a positive, responsible and rational manner in accordance with Council policies and procedures.
- Prepare, keep and maintain up to date documentation and prepare reports on relevant activities associated with the animal shelter, including, but not limited to:
 - Statistics on animal shelter operations;
 - Daily preparation of banking reconciliation and readiness of banking report for transfer to main office;
 - Receipting of monies received for animal shelter operations, including animal shelter fees, registrations and fines;
 - Letters, seizure notices, media communications, notice to comply and statements;
 - Equipment and supply requests as required; and
 - Where applicable, issuing fines and warning notices for breaches of the relevant acts and local laws.
- Use Council data bases and processes and procedures to effectively manage the day to day operation of the animal shelter including Microsoft Word, Content Manager and Pathway.
- Maintain data on Council's website relating to the animal shelter in particular, the information relating to impounded animals and animals available for re-housing.
- Availability to participate in the animal shelter rotational roster which involves both weekday and weekend work and may also include participation in all Animal Management Department activities and events.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- Fulfilling the role of an authorised officer of Council, within the scope of the relevant acts, regulations, codes of practice, Council policies, procedures and the Domestic Animal Management Plan.
- The effective and efficient management of Council resources as required for relevant work programs to ensure adherence to goals and objectives.
- Promoting a work environment that supports occupational health and safety policies and procedures.
- Maintaining the confidentiality of personal information gained from internal or external sources in accordance with Council's privacy policy and relevant legislation.

This position has the authority to:

- Provide advice to clients through the use of work processes and information in all areas of animal management/local laws.
- Subject to and within the framework of the provisions of relevant legislation and statutory requirements and Council's policies and procedures, the incumbent has the authority to carry out the duties and responsibilities of the position in accordance with established procedures, business rules and standards as approved by Manager Environment.

Judgement and Decision Making

- Demonstrate an ability to make decisions and take action in areas that are generally defined within the methods, procedures and processes of relevant acts, local laws and regulations.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Apply problem solving skills and techniques to solve a range of issues within the requirements of the position. Adaptability may be required in some situations.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- The ability to operate an animal shelter facility as directed by the Coordinator Animal Management and in accordance with relevant legislation, codes of practice and Councils policies and procedures.
- Knowledge and understanding of animal welfare, first aid veterinary practices and animal shelter operations.
- Knowledge and understanding of the underlying principles of domestic animal management, regulatory processes and associated legislation.
- The ability to interpret such legislation in conjunction with colleagues, supervisor and/or manager.
- An understanding and knowledge of Council's local laws, procedures, policies and the ability to make judgements as required within the constraints of such local laws.
- Knowledge of Local Government operating procedures and goals.

Management Skills

- The ability to plan, prioritise and organise work to achieve specific and set objectives within a set timetable.
- Ability to undertake problem solving through a combination of discussion and teamwork with colleagues, supervisor and/or manager and the general public.

Interpersonal Skills

- Well-developed skills in public relations, oral and written communication.
- Ability to liaise with Council employees and other government agency liaison staff to discuss animal management matters.
- Ability to gain co-operation and assistance from clients, staff members, community groups, members of the public, police, RSPCA and statutory and other government personnel.
- Ability to liaise and work with volunteers, rescue groups and work experience students.
- Ability to actively contribute in a positive innovative team environment whilst having the flexibility to adapt to new processes and procedures.

QUALIFICATIONS AND EXPERIENCE

- Experience in an animal welfare, veterinary or animal shelter environment.
- Skill and ability in handling and controlling animals.
- Ability to assist with euthanasia of animals.
- Experience in cash management.
- Completed or be working towards Certificate IV – Animal Handling and Management, Certificate IV – Statutory Compliance and/or Certificate III - Animal Care, Veterinary Nursing or equivalent.

OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Drivers Licence

The tasks required of this position have been identified by Greater Shepparton City Council's Safety Management System as being at risk of contracting a vaccine-preventable disease. It is recommended that the incumbent be vaccinated against the following:

- Tetanus
- Q Fever
- Hepatitis A & B

LEGISLATION

As a Council officer, the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

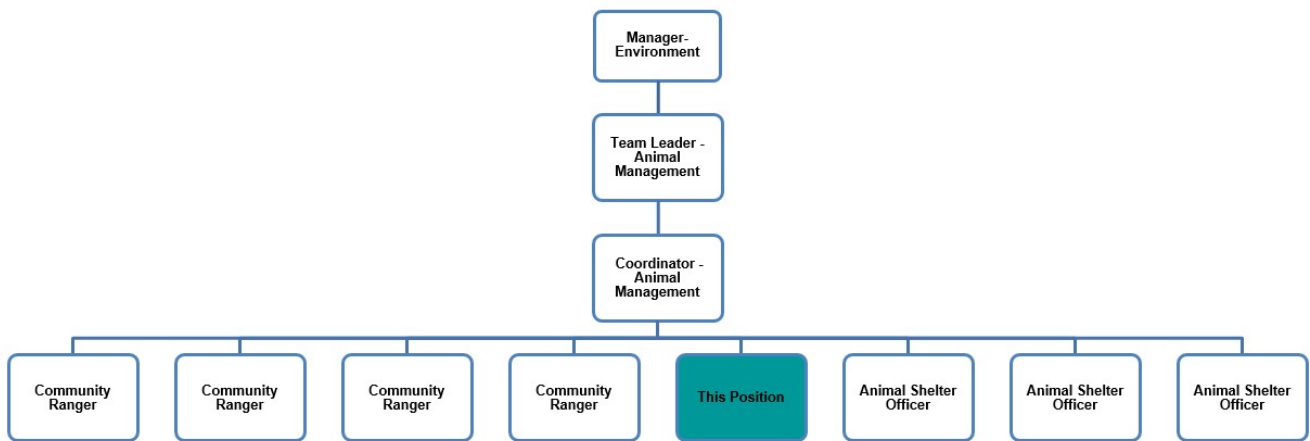
- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council Corporate Procedure – Employees Code of Conduct
- Domestic Animal Act 1994
- Impounding of Livestock Act 1994
- Prevention of Cruelty To Animals Act 1986
- Council Local Laws

This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The Environment Department provides the environmental health, sustainability and environment and animal management functions of Council. This includes environmental sustainability projects; providing specialist advice to Council and the community on environmental and sustainability issues; improving bio-diversity outcomes within the municipality; approving and supervising the installation and operation of wastewater disposal systems; administering relevant public health legislation and investigating breaches; coordinating and delivering immunisation services; and implementing actions to prevent and control the spread of infectious diseases. It also provides for the management of domestic animals through legislative implementation and the operation of an animal shelter.



Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.

**Respect first,
always**

We are attentive, listen to others and consider all points of view in our decision making.

**Take
Ownership**

We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.

**Courageously
Lead**

We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.

**Working
Together**

We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.

**Continually
Innovate**

We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.

**Start the
Celebration**

As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, it is your responsibility to ensure you are fully aware of recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create and capture full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

Climate Emergency

Greater Shepparton City Council recognises the need to urgently address the causes of climate change to ensure our operations and the community are able to adapt to the impacts. All employees are responsible for the effective implementation of the 2030 Zero Carbon Emissions Target and demonstrate a commitment to mitigating and adapting to climate change. This includes:

- Judgement and decision making authority.
- Provision of service to the community.
- Adherence to relevant climate change policies and plans.
- Sustainable procurement – seeking and selecting the lowest carbon option and sustainable option in accordance with Procurement Guidelines.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors				X	
Outdoors			X		
Slippery Surfaces				X	
Uneven ground/Sloped areas			X		
Work in isolation				X	
Work in confined spaces			X		
Work at heights		X			
Work in dusty/fumes/foul smells					X
Exposure to loud noises requiring hearing protection			X		
Exposure to personal waste					X
Body Posture					
Standing					X
Sitting			X		
Squatting/Crouching				X	
Kneeling				X	
Twisting				X	
Bending				X	
Manual Handling					
Reaching or working overhead (above shoulder)				X	
Reaching forward				X	
Gripping/fine motor movement				X	
Pushing/restraining			X		
Driving a vehicle			X		
Lifting floor to waist			X		
Lifting waist to overhead			X		
Lifting from a truck/trailer			X		
Lifting 0 - <5kg					X
Lifting 5 - <10kg			X		
Lifting 10 - <15kg		X			
Lifting 15kg+	X				
Carrying awkward loads		X			
Climb steps/stairs/ladder		X			
Exposure to vibration	X				
Psychosocial					
Give direction to others			X		
Dealing with aggressive customers					X
Dealing with upset customers					X
Supporting dependent persons				X	

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	N	R	O	F	C
Cognitive					
Written communication				X	
Verbal communication					X
Comply with legislation					X
Problem solve					X
Reason/make sense of things					X
Make critical decisions					X
Ensure accuracy/details					X
Remember names/details					X
Show creativity			X		
Examine/observe others		X			
Work quickly					X
Concentrate amid distractions					X

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____