

POSITION DESCRIPTION				
Position Title:	Animal Facilities Officer (Job Share)		Position No:	2551
Directorate:	Development & Community		Section:	Regulatory Services
Unit:	Ranger Services & Animal Management		Sub Unit:	Animal Facilities
Reports To:	Senior Animal Facilities Officer		Directs Reports:	Nil
Indirect Reports:	Nil		Location:	Fraser Coast Region
Version No: Nov 2022	Evaluation Code: 290621	Status: Approved	By: ERM	Review: Nov 2024
Position Objective			Our Values	
To support Council’s direction for the Pounds and Adoption Centre by ensuring animal housing is maintained to a high standard and the care and welfare for all animals entering the facility is provided, in a timely and efficient manner, within a safe & welcoming environment for staff and visitors.			Trust Respect Accountability Initiative Teamwork Service	
Key Responsibilities and Indicators				
Key Result Areas	Key Accountabilities		Performance Indicators/Outputs	
General	➤ Maintaining and cleaning of animal housing, and disposal of solid wastes. ➤ Daily feeding & watering of all animals and provide regular enrichment to all animals. ➤ Ensure that animals are accommodated in accordance with industry best practice. ➤ Ensure animal housing signs are accurate including identification of animal temperament, medical status, etc. ➤ Accurate record keeping within Council’s systems for (but not limited to): • animal movements • medical care including vaccination & microchipping/vet treatment • processing fees & charges • issuing impounding or compliance related documentation for animals entering and leaving the facility in accordance with relevant law. ➤ Comply with relevant legislation and guidelines affecting companion animals, including applicable law for the impounding or seizure of animals. ➤ Conduct suitability assessments - including temperament, behaviour, age, and health - of all animals being considered for rehoming or rescue. ➤ Conduct health assessments of all animals and seek approval for appropriate treatment for animals showing signs of illness, injury, disease, and stress. ➤ Ensure animals entering adoption facilities are vaccinated and receive flea and worm treatment, as appropriate. Administer basic oral medications. ➤ Adhere to infectious disease control standards, including quarantining of animals.		➤ Tasks are undertaken in an efficient and timely manner. ➤ All interactions undertaken as per Council’s Customer Service Standards Management Policy.	

	➤ Report potential breaches of infection disease control standards by team members, contractors, or volunteers to Senior Animal Facility staff. ➤ Report suspected infectious disease outbreaks to Senior Animal Facilities staff and make recommendation for containment and control of further spread. ➤ Monitor use, replenish stock/supplies as required, and conduct stock takes as directed. ➤ Customer service including assisting customers with adoptions, providing best match recommendations, meet and greet, and resolving problems. ➤ Promote education and awareness in relation to the keeping and control of animals, including participation at events. ➤ Assist in maintaining Council social media sites for lost, found and adoption animals. ➤ Liaise with animal rescue groups to rehome and foster animals. ➤ Develop, foster and maintain positive relationships with facility volunteers and animal rescue groups. ➤ Be available for rostered after hours duties to ensure the operation of facilities over weekends and public holidays. ➤ Carry out general maintenance and gardening tasks within the centre vicinity. ➤ Administer the implantation of microchips at time of animals being rehomed or rescued. ➤ Other duties as directed.	
Work Health and Safety	➤ Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan. ➤ Monitor workplace health and safety at the adoption centre & pound where visitors and volunteers are present.	➤ 99% compliance with Monthly Action Plans.
Risk Management	➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training.	➤ As per Council risk management KPIs.
Records Management	➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002.	➤ As per Council's record management policies and procedures.
Code of Conduct and EEO	➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.	➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.
Sustainability Requirements	➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council's planning framework and is incorporated into all facets of decision making and policy development.	➤ As per Council's Sustainability Charter.
Values	➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value's associated behaviours.	➤ As per Council's 'TRAITS' campaign.
	➤ Other duties as directed.	➤ Tasks are undertaken in an efficient and timely manner.

Competency-based Progression		
Progression to Level 3 is subject to qualifications, experience and/or a competency based assessment. A series of assessments will be conducted whilst the employee is at Level 2 to progress to a Level 3 and will be based on the following areas:		
Area	Level 2	Level 3
Overview	Duties at this level typically including working with teams within the department; this includes working under supervision, with limited authority to delegate. Scope of work will increase in line with skills & knowledge development.	At this level duties would encompass all functions of an Animal Facilities Officer. This includes providing support & mentoring to other team members and providing advice to customer service on Animal Management related matters. Individuals would be capable of working under limited supervision but would be equally able to work as a team player.
Qualifications and Experience	Completion of the Fear Free Shelter online course (details provided to successful applicants prior to commencement with Council). Demonstrated Customer service experience.	Certificate in Animal Welfare/Husbandry or equivalent working experience in a Pound/Adoption Centre.
Technical	Ability to read and interpret legislation and understand Animal Management regulations.	Demonstrated high level of expertise in a regulatory environment, including an advanced level of understanding and administration of relevant legislation and local laws associated with Animal Management.
Systems	Intermediate level Computer skills with ability to rapidly acquire knowledge of corporate systems.	High level of expertise in the use of relevant corporate systems.
Operations	Provide internal and external customer service, including providing timely and accurate advice. Good interpersonal skills including resolving problems and working under pressure. Basic administrative skills with the ability to rapidly acquire new skills.	Demonstrated high-level expertise. Ability to provide technical advice to internal and external customers in matters relating Animal Management, and/or Local Law related matters. Actively engages and communicates with customers, is empathetic, resolves conflict and gains cooperation. Excellent time management skills. High level administrative skills.
Mentoring and training	Support other team members.	Participates in the provision of advice and mentoring for other team members. Participates in the training for new team members or upskilling of existing team

		members in areas of expertise. Demonstrate a high level of continuous improvement and initiative, in the delivery of services.
Selection Criteria		
1. Demonstrated experience in animal welfare, handling and caring for animals. 2. Demonstrated ability to communicate with all levels of staff, volunteers, the public and community groups. 3. Proven communication skills, ability to problem solve, and attention to detail. 4. Proven computer literacy skills. 5. Demonstrated time management and organisational skills. 6. Demonstrated ability to work under general supervision and as part of a team. 7. Demonstrated ability to adapt to changing working environments, technology, work priorities or organisational needs.		
Qualifications/Licences		
Mandatory	➤ As detailed in the Competency based progression table above.	
Desirable	➤ Demonstrated experience as an Animal Facilities Officer or similar (level of experience relevant to competency above) ➤ Successful completion of an “authorised implanter” (i.e. microchipping) course/qualification. ➤ Successful completion of an Animal Studies course; or attainment of a Veterinary Nursing qualification. ➤ Conflict resolution training.	
Licences	➤ Current QLD Class C Driver's Licence	
Mandatory Training	➤ Work Health and Safety ➤ Duty of Care ➤ Fire & Evacuation ➤ Manual Handling ➤ Code of Conduct ➤ Corporate Systems ➤ First Aid ➤ CPR ➤ Authorised Officer Training	
Conditions of Employment		
Status	Temporary Part Time (approx. 3 months)	
Award	Queensland Local Government Industry (Stream A) Award – State 2017	
Agreement	Fraser Coast Regional Council Certified Agreement, as varied or replaced	
Classification Stream	Stream A - Administrative, clerical, technical, professional, community service, supervisory and managerial services	
Classification	LGO Level 2 – 3 (based on competency level)	
Allowances	Fraser Coast Regional Certified Agreement, as varied or replaced	
Progression	Annual review – single steps within level	
Work Pattern	FWA	Hours/Week 36.25
O/T Payable	With Supervisor’s approval	
Uniform	PPE, As per Dress Standard & Corporate Uniform Management Policy	
Other	This position is required to participate in a weekend roster Pre-employment screening including, • Functional Capacity Assessment (<i>This position requires physical tasks which may include manual handling, repetitive bending, kneeling, twisting and/or squatting.</i>)	

	• Proof of current immunisations (Hepatitis A and B, Tetanus, and QFever (or ability to readily acquire) • Psychological assessments • Criminal History check		
Position Number:	2551	Position Title:	Animal Facilities Officer

I, _____, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

_____ Date: ____/____/____
Signature of Employee