



Position Description

Animal Attendant

Ongoing

Portfolio, Branch	Community Choice, Customer and Communication
Reports To	Team Leader, Animal Management
Direct Reports	NIL
Location	Primarily based at Councils Queanbeyan Site and Alternate locations as operationally necessary.
Classification/Grade	Grade 6 - \$299.70 - \$331.16 Gross per week + 10.5% Super
Position Number	2126

Primary Purpose of the Position

As a member of the Animal Management team, the position's primary purpose is to deliver on the following objective/s:

- To assist with the Animal Management Facility administration tasks, including adoptions, release and impound of animals, finance management and data entry as required under Companion Animal Act.
- Maintain and provide clean, hygienic accommodation and feeding routines for animals within the facility.

Key Accountabilities

Within the area of responsibility, this role is required to:

- Liaise and provide customer service to community members and external stakeholders.
- Maintain and monitor animal health and infection control.
- Identify disease, injuries and/or illness of animals and medicate/treat appropriately.
- Provide enrichment and exercise programs to the animals housed within the facility.
- Conduct temperament assessment on animals within the facility.
- Rostered system for afterhours service and weekend work where applicable.
- Providing customer service through face to face contact, phone and email in a prompt and courteous manner.
- Contributing to workplace health and safety, risk, environmental and quality (HSEQ) objectives and targets.
- Contributing constructively to culture of health and safety within the Council.

The employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Functional Responsibilities

The position is responsible for Delivery of the following programs and activities:

Animals	3.4.2	Animal Pound	Management and operation of Council's Pound
	3.4.1	Companion Animal Management	Enforcing requirements of Companion Animals Act and undertaking relevant education programs with the community on responsible pet ownership
	3.4.4	Stock on Road	Management and removal of stock on roads and public places

The Employer may direct the employee to carry out such duties that are within the limits of the employees' skills, competencies and training.

Functional Capabilities for the role

- Qualifications in Animal Studies or equivalent and/or experience in animal handling.
- Demonstrated sound knowledge of identifying animal health and behavioral issues.
- Demonstrated experience in small and large animal handling.
- Ability to constructively contribute to organisational and team outcomes.
- Ability to plan, organise, set priorities and manage time to ensure objectives are achieved within an agreed timeline.
- Demonstrated ability to effectively use Microsoft suite of programs, and electronic records management.
- Capacity to communicate effectively both in oral and written form.
- Ability to provide a high level of customer service and advice.
- Current NSW Class 'C' driver's license (or equivalent).

Key Internal Relationships

Who

All QPRC Staff

From staff working in Planning, Development, Administration, Transport and Operations, Engineering, Recreation, Education, Innovation, Projects and Communications.

Key External Relationships

Who

Various External Stakeholders

At Queanbeyan- Palerang Regional Council we work to serve a growing and diverse Community spreading over 5,500 square Kilometres.

- Local Vet Clinics
- Animal Rescue organisations
- Enforcement agencies
- RSPCA NSW

Performance

Performance will be measured against Councils Values, LGNSW Capability Framework and Identified Skills.

Council Values

Our values define the way we work and behave. We will promote and encourage our employees to adopt the shared values of:



Integrity:

We role model ethical, transparent and professional decision-making and behaviour.



Respect:

We promote diversity, inclusion, consultation and fairness.



Innovation:

We are future-focused and creative; we embrace technology, risk and opportunity.



Continuous Improvement:

We strive to be efficient and effective through the development of our structures, systems and processes.

‘Our Reputation Matters’

The Ethical Framework for the Government Sector

The objective, core values and principles of the Ethical Framework are to be demonstrated in the conduct of all government sector employees and heads of government sector agencies.

Objective

- Recognise the role of the government sector in preserving the public interest, defending public value and adding professional quality and value to the commitments of the Government of the day
- Establish an ethical framework for a merit-based, apolitical and professional government sector that implements the decisions of the Government of the day.

For more information: <https://www.psc.nsw.gov.au/workplace-culture---diversity/workplace-culture/the-ethical-framework>

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	• Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
Relationships Community and Customer Focus	Intermediate	• Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Relationships Work Collaboratively	Intermediate	• Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and contributions
Results Think and Solve Problems	Foundational	• Finds and checks information needed to complete own work tasks • Breaks down information and issues into component parts • Thinks through the options available and checks his/her suggested approach • Refers complex issues and problems to a manager/supervisor