

Job Description

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Position Title:	Animal Care Facility Operations Lead
Position No:	CMP003
Division:	City Planning and Environment
Section:	City Standards and Compliance
Job Grade:	
Reports to:	Coordinator Community Response

JOB SPECIFICATION

Position Overview
1. To oversee the management of impounding, caring and rehoming of companion animals housed at the ACF. 2. To ensure the ACF is adequately staffed and maintained to meet the needs of the animals in care and the responsibility to the community is met. 3. To effectively supervise and demonstrate leadership to all staff at the ACF. 4. Effectively assist with the operational and administrative running of the ACF to meet legislative requirements, Council policy and operating procedures and to ensure the delivery of a high standard of animal welfare and care. 5. Act as an effective liaison officer between Council, the public and relevant interest groups / agencies, and ensure all communication is professional, welfare oriented and customer focussed 6. To provide support and assistance in managing veterinary services and other associated stakeholder relationships.

Key Duties & Responsibilities
• To provide advice of responsible pet ownership, and animal care/management issues in response to enquiries from Council staff, other agencies or the public. • To monitor and review all relevant legislation, standards, codes of practice that relate to the activities of their Section to ensure that Council processes and documents adhere to these requirements. • Assist in the day-to-day administrative and operational running of the ACF, including but not limited to: • Recruitment and workforce management, including adequately staffing the ACF to meet the requirements of the animals in care and the needs of our community commitment • Assist with customer service/queries when required and be able to respond to any escalated matter from the team, members of the public or stakeholder • ensure animals are released to owners, adopted by new owners, and released to rescue groups as per relevant legislation and Council requirements • ensure administrative functions are carried out efficiently and recorded effectively ensure all impounded animals are impounded and transported in accordance with relevant acts and codes • ensure impounded animals are kept in humane and caring conditions in accordance with relevant acts and codes

DATA AND DOCUMENT CONTROL

- Provide support to the Coordinator Community Response
- Act in accordance with the NSW Work Health Safety Act 2011, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.
- Assist with the routine maintenance of the ACF and impounded animal area in accordance with adopted work procedures and programs.
- Effectively supervise the Animal Attendant Supervisor and other staff performing duties associated with routine operation and maintenance of the ACF.
- Effectively supervise the Team Leader ACF administration and other staff performing administration duties associated with customer service and companion animal management under the Companion Animals Act and Council policies.
- Effectively manage the Animal Care Facility and teams in the absence of the Coordinator Community Response.
- Liaise with Council's veterinarian or contractors with the treatment, euthanasia and disposal of animals in accordance with adopted work procedures.
- Manage the transportation of animals or produce from public places or the ACF and transport to Council's veterinarian or contractors.
- Provide and promote a prompt, effective and courteous response to all customer enquiries.
- Maintain records as required and/or directed
- Prepare reports as required and/or directed.
- Monitor ACF expenses in line with the budget and contribute to more efficient use of funds.
- Attend meetings, seminars and staff education programmes as required
- Assist in public education programmes and community liaison to effectively promote the responsible care and re-homing of companion animals.
- Attend court on Council's behalf as necessary.

Performance Standards

- To "live" the organisational values of respect, integrity, teamwork, trust and optimism, thereby positively contributing to the direction and culture of Council.
- Completion of performance reviews and training plans in accordance with Organisational Standards.
- All staff have a duty to ensure that they comply with the requirements of all relevant standards, codes of practice and legislation including the *Local Government Act 1993* and the *State Records Act 1998*.
- All staff are required to perform their duties in accordance with Council's Policies, Authorised Statements, Procedures, Job Description, Risk Identifications, Work Method Statements (WMS), Safe Operating Procedures (SOP) and site specific documents.
- The responsibility of staff is to ensure that they take reasonable care of their own health and safety.
- To work in line with Council's strategies and plans including the Community Strategic Plan, Delivery Program and Operational Plan.



- *Maintenance and operation of Council's ACF in accordance with legislative obligations and Council requirements*
- *Achievement of cooperation between all staff within the ACF team and across the City Standards and Compliance team*
- *Act as an effective advocate on behalf of Council to promote the responsible re-homing and care of impounded animals.*
- *Ensure that all relevant tasks / projects associated with the team and identified in Council's Management Plan and Section Business Plan are completed to the required standard and within agreed timeframes.*

PERSON SPECIFICATION

Essential Criteria

- COVID-19 Vaccination or medical contraindication upon commencement (a verification will be conducted on recommended applicants)
- Relevant tertiary qualifications in companion animal care and management or related field, or extensive job related experience.
- Demonstrated application of relevant legislation affecting Local Government with particular reference to the *Companion Animals Act 1997* and the *Impounding Act 1993*.
- Demonstrated experience in dealing with customers, contractors, staff and management
- Demonstrated experience in leading and supervising a team including the ability to motivate staff
- High level oral and written communication skills, including sound negotiation and conflict resolution skills
- Sound computer skills with proficiency in the use of Council's data systems
- The ability to work with animals (as/when required)
- Demonstrated commitment to reunite lost animals with their owner ASAP and providing quality care for all impounded animals
- Current Class C drivers licence.
- Awareness and understanding of legislation relating to the Unit including: Public Spaces (Unattended Property) Act, Local Government Act and Companion Animals Act.

Desirable Criteria

- Knowledge and experience of corporate record management including demonstrated knowledge of the use of ECM, Pathways, systems/processes and the use of confidential and sensitive information
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Technical and administrative skills, including well-developed skills in Microsoft Office Applications and computer literacy.
- Highly developed interpersonal and communication skills both written and verbal.
- Commitment to a professional and supportive approach to activities and service provision.
- Sound organisational and time management skills.

DATA AND DOCUMENT CONTROL

- Ability to maintain confidentiality at all times.
- Ability to develop links and work collaboratively across the organisation.
- Proven ability to work in a team environment.
- Experience in cash handling.
- Excellent customer service skills, particularly the ability to deal with difficult situations in a diligent, courteous and confident manner.
- Self-motivated and able to work to deadlines without close supervision.
- Experience in the care of grounds, cleaning and basic building maintenance.

Behavioural Competencies & Personal Attributes

- Professional/Technical expertise
- Communication (Oral and Written)
- Conflict Management
- Influencing
- Customer Service
- Adaptability
- Relationship Building
- Continuous Improvement Oriented
- Initiative
- Results Drive
- Calm
- Practical
- Resilient
- Reliability
- Self-Motivated
- Leadership
- Teamwork
- Sound Judgement
- Approachable
- Adaptable
- Compassionate

Further Responsibilities

Equal Employment Opportunity Principles	A knowledge and application of Council's Equal Employment Opportunity principles is required. Promotion of Council's EEO and Harassment Prevention principles is required.
Delegations	As per delegations and policy register in PULSE .

DATA AND DOCUMENT CONTROL

Section
DocSet:

Revised Date: 10/05/2023
Review Date: 30/03/2018

Version: 1
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Work Health and Safety	Category 5
Pre-employment Health Assessment Category	Low
Review Process	Job and Person Specifications are reviewed annually in conjunction with Council's Performance Development System.
Authorisation	Director City Development

Acknowledgement of Country

Campbelltown City Council resides within Dharawal country. We honour and respect our Aboriginal and Torres Strait Islander Traditional Custodians, Elders and communities and the spirit that binds us in our dreams and aspirations on Dharawal country.