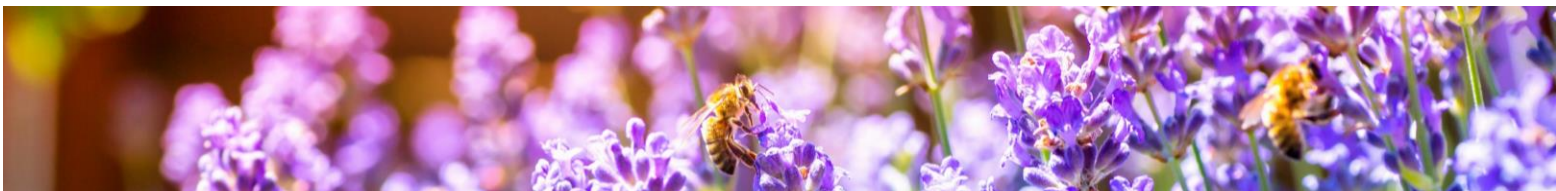


Position Description

Shelter Operations Assistant



Branch	Business and Property Services	Position Grade	3
Division	Corporate Strategy and Resources	Position Status	Permanent Part-time
Reports To	Team Leader Shelter Operations	Standard Hours Per Week	25
Direct Reports	Nil	Position Delegations	Yes
Indirect Reports	Nil	Position Budget Responsibility	Nil
Position Number	1PD046, 1PD048	Award	Local Government (State) Award
Date PD Authorised	10/05/2021	Award Band	Ops Band 1 Level 3

The Opportunity

To competently assist the Team Leader Shelter Operations in providing an effective and efficient Shelter with an emphasis on animal care and facilitating the re-claiming or responsible re-homing of impounded companion animals.

Key Responsibilities

1. Conduct associated animal husbandry duties including daily cleaning of animal pens to operational standards. Ensure feeding and housing of animals is sustained in a manner best suited to them.
2. Contribute to the strategic direction of the shelter as a lead provider of animal care by conducting early inspections of animals and reporting the need for urgent or veterinary attention.
3. Enhance the level of customer service by ensuring all enquiries from the public are treated with a high degree of professionalism and sensitivity, providing timely advice and accurate documentation.
4. Where required, assist with animal admissions, exercise, adoptions, reclaims, euthanasia and completion of related documentation.
5. Assist with impounding, delivery and transportation of animals to the contracted vets and undertake animal transfers between shelters as required.
6. Update and maintain relevant databases and records, including Companion Animal Register and Shelter Buddy and other Council databases in a timely manner.
7. Permanently identify companion animals in accordance with DLG Guidelines for Authorised Identifiers as required.
8. Undertake other duties as directed by the Team Leader Shelter Operations as required.

Note: An employee may be directed to carry out such duties that are within the limits of the employee's skills, competencies and training.



Essential Criteria

1. Current C class drivers' licence.
2. Certificate II Animal Studies.
3. Accredited under the Companion Animals Act as an Authorised Identifier.
4. First Aid Certificate.
5. Intermediate level of computer literacy including database entry, internet navigation and Microsoft Office.
6. Previous pound / animal shelter operating experience, including but not limited to handling dangerous dogs.

Physical Requirements

The position may have some or all of the following requirements:

- Lifting
- Bending / twisting
- Keyboarding / Data Entry (repetitive)
- Walking over rough terrain
- Working in a dusty environment
- Working in areas of obnoxious odours
- Repetitive work – sitting, standing, driving, cleaning, use of phone
- Working in inclement weather

Capabilities

Council has adopted the Local Government Capability Framework which describes the core knowledge, skills and abilities for a role, expressed as behaviours, and which set out the clear expectations about performance in Council: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for all employees.

Council’s Capability Framework provides the platform for annual performance appraisal so that there is a common basis for learning, professional development and salary progression.

Below is the full list of capabilities and the expected level of competence required for this position. The ones in bold are the essential capabilities. The ones in italics are focus capabilities specific for this position. The ones where the level is blank are not core capabilities but may still be important. More detailed information is contained in your annual Personal Performance Plan.

Essential and Focus Capabilities

The essential and focus capabilities for the position are those judged to be most important at the time of recruiting to the position. They are the ones that an employee is rated on as part of their annual Performance Assessment.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	N/A
	Display Resilience & Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Foundational
	Community and Customer Focus	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Adept
	Create and Innovate	N/A
	Deliver Results	Foundational
 Resources	Finance	N/A
	Assets and Tools	Foundational
	Technology and Information	N/A
 Workforce Leadership	Procurement and Contracts	N/A
	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A



Acknowledgement

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

Employee Name (Print)

Witness Name (Print)

Signature

Signature

Date

Date