

POSITION DESCRIPTION



Title:	Coordinator Animal Shelter
Position Number:	1972
Classification:	Band 6
Directorate:	Sustainable Development
Department:	Environment
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	Vacant

ORGANISATIONAL RELATIONSHIPS

Reports to:	Team Leader Animal Management
Direct Reports:	▪ Animal Shelter Officers
Primary Internal Relationships:	▪ Manager Environment ▪ Coordinator Animal Rangers ▪ Animal Rangers ▪ Animal Management Administration ▪ Customer Service Team ▪ Building and Maintenance Team
Primary External Relationships:	▪ Veterinary Contractors ▪ Animal Welfare Victoria ▪ RSPCA ▪ Council contractors ▪ Shepparton Saleyards ▪ External animal shelters

POSITION OBJECTIVES

Effectively and efficiently oversee the day to day operations of the Shepparton Animal Shelter to ensure the health and psychological wellbeing of the animals, including the adoption program, to ensure Council compliance with the *Code of Practice for the Management of Dogs and Cats in Shelters and Pounds* and related legislation, regulations, Council local laws and relevant policies and procedures.

KEY SELECTION CRITERIA

- Minimum Certificate IV Veterinary Nursing qualification and at least 3 years' experience in a relevant workplace setting.
- Demonstrated experience in the supervision of staff and fostering a positive team culture to work cooperatively and positively in a sensitive and confidential environment.
- Demonstrated ability to manage time, set priorities, plan and organise one's own work so as to achieve specific and set objectives in the most efficient way possible.
- Demonstrated experience analysing and responding to complex animal welfare and health issues.
- Excellent communication skills, both written and verbal with proven skills in accurate record keeping, quality report writing and preparing external correspondence.

KEY RESPONSIBILITY AREAS

- Roster staff and allocate tasks to team members (including volunteers and work experience students) in an appropriate and considered manner with regard to staff experience and welfare.
- Provide supervision, guidance and leadership to staff and provide training as required to ensure compliance with relevant legislation and regulations, codes of practice, Domestic Animal Management Plan (DAMP) and Council plans and procedures including the relevant local laws.
- Promote the public profile of the facility and foster positive relationships with key stakeholders such as the general public, volunteers and foster care groups.
- Maintain and collate records and statistics of all animals in the Shepparton Animal Shelter including outcomes of animals relocated through 84Y Agreements.
- Supervise the examination of animals upon entry and seek prompt first aid and veterinary care as required.
- Ensure long term seized animals are cared for and records are kept in accordance with the Code of Practice.
- Supervise the daily feeding, watering and inspection of all animals.
- Oversee the overall level of hygiene in the Shelter, including the disposal of waste materials.
- Monitor the physical and psychological health of the animals as sentient beings.
- Liaise with the Veterinary Contractors in relation to visits, record keeping and following the directions given in relation to animal health and wellbeing.
- Ensure prompt veterinary attention is provided to animals when required.
- Seek relevant expert advice for adverse behavioural change in an animal, create and implement behaviour modification and enrichment plans.
- Removal of all animals deemed not fit for the Animal Shelter environment in accordance with the Code of Practice and relevant legislation and in consultation of the contracted Veterinarians recommendations and environmental policies and guidelines.
- Report all matters of shelter maintenance issues, compliance breaches and disease outbreaks to Team Leader.
- Assist in the development of emergency management plan for both staff and animals at the Shelter.
- Assist, or where necessary, take control in animal management emergency situations.
- Develop, implement and review the Shepparton Animal Shelter Health Management Plan in consultation with Veterinary provider and Team Leader.
- Assist the Team Leader in the development, implementation and monitoring of budget, safe work procedures, Domestic Animal Management Plan and any other relevant plans or processes as required.
- Commitment to, and implementation of, continuous improvement including community education, animal welfare and responsible pet ownership.
- Attend Animal Shelter on weekends as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- Acting within the delegations of the Chief Executive Officer under associated legislation.
- Freedom to act within the requirements of the *Domestic Animals Act 1994*, the *Impounding of Livestock Act 1994*, *Prevention of Cruelty to Animals Act 1986*, *Local Government Act 1989* and 2020 and relevant local laws including regulations, codes of practice and guidelines associated with the above acts to ensure they are applied correctly and consistently including education, compliance and administration.
- Maintaining 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:

- Act subject to and within the framework of the provisions of relevant legislation and statutory requirements and Council's policies and procedures.

Judgement and Decision Making

- Interpretation and problem solving (where guidance may not always be available) within the acts, regulations codes of practice and guidelines, Council local laws Council policies and procedures.
- Ensure animal welfare outcomes and best practice standards are met and continuously improved such as veterinary care, re-homing suitability, animal handling and euthanasia.
- Ensure perceived and actual conflict of interest is identified and reported.

Multiskilling and additional duties (do not remove this section)

- 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

- Knowledge and understanding of best practice techniques regarding animal handling, animal welfare, animal sentience, euthanasia, first aid veterinary practices and animal shelter operations.
- Knowledge and understanding of the underlying principles of domestic animal management, regulatory processes and associated legislation or the ability to acquire.
- Ability to interpret and apply relevant legislation to matters.
- Ethical animal handling experience of domestic animals and livestock.
- Understanding and awareness of compassion fatigue, animal sentience and the effects of long term care.

Management Skills

- The ability to manage sensitive and emotional situations in a professional and empathetic manner including implementing appropriate self-care strategies and actions.
- Skills in managing time, setting priorities, planning and organising one's own work and that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to apply continuous improvement practices including monitoring industry changes and update procedures.
- An ability to lead and effectively supervise staff on a day to day basis.
- An ability to undertake problem solving through a combination of discussion, negotiation and teamwork with colleagues, Team Leader and/or Manager and the general public.

Interpersonal Skills

- Well-developed oral and written communication skills including the ability to keep and maintain records, prepare detailed reports, correspondence and contribute to briefs of evidence used for prosecution purposes when required.
- Ability to promote and foster a positive image of Council's Animal Management department and the Animal Shelter.
- Ability to develop and maintain positive, professional, respectful relationships with staff, customers and external agencies.

QUALIFICATIONS AND EXPERIENCE

- Minimum Certificate IV Veterinary Nursing qualification and at least 3 years' experience in a relevant workplace setting.
- Skill and proven ability in ethical and best practice animal handling, animal welfare and identifying behavioural change in domestic animals.
- Proficient in office administration skills, Microsoft software and other veterinary relevant software.

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:

- First aid Certificate.
- Victorian Drivers Licence
- Working with Children Check

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:

- Q Fever
- Hepatitis A and B
- Tetanus (compulsory)

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):

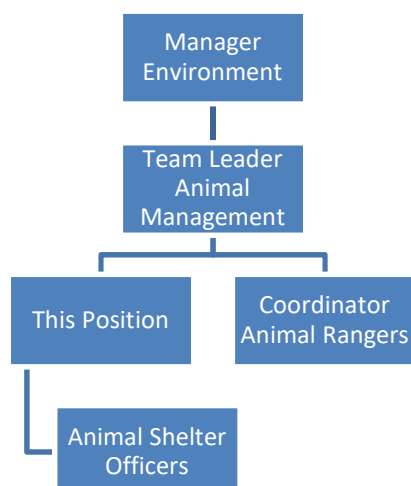
- *Local Government Act 2020*
- *Occupational Health and Safety Act 2004*
- *Equal Opportunity Act 2010*
- Greater Shepparton City Council Corporate Procedure – Employees Code of Conduct
- *Domestic Animals Act 1994*
- *Prevention of Cruelty to Animals Act 1986*
- *Impounding of Livestock Act 1994*
- 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, environmental management and animal management functions of Council. This includes environmental sustainability projects; addressing climate change; 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.



VALUES

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				
Exposure to animal 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: _____