



Animal Shelter Officer

POSITION PROFILE

Division	Shire Services	Status	Permanent
Unit	Public Safety and Lifeguards Animal Shelter Operations	Salary Grade	Grade 3
Reports to	Manager, Public Safety & Lifeguards/ Team Leader - Animal Shelter Operations	Reviewed	November 2022

STRATEGIC INTENT

The Public Safety & Lifeguard Service comprises a team of approximately 100 officers dedicated to meeting the community's needs and assisting the Manager in the efficient and effective provision of regulation and enforcement functions through the appropriate application of relevant legislation, Council objectives, policies, adopted standards and work practices.

POSITION PURPOSE

To provide an effective animal shelter with emphasis on reuniting companion animals to their owners, rehousing companion animals, animal care and providing a hygienic facility.

To maintain accurate and current records for animals in Council's care and control to include all health, wellbeing and behavioural information

To manage a volunteer program aimed at enhancing the quality of care provided to companion animals whilst at the shelter. To liaise with other animal welfare groups and relevant authorities and to keep abreast of new legislation and standards as required.

To meet the community's needs and assist Council in the efficient and effective service provision by the appropriate application of relevant legislation including, but not limited to the promotion of responsible pet ownership, Council objectives, policies, adopted standards and work practices.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Work Health & Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
In-field efficiency	- Staff rostered to ensure sufficient staffing levels to meet shelter requirements - To ensure trading hours are observed
Maintenance of Uniforms, Tools and Equipment	- Wear and properly maintain Council issued uniform - Ensure that Council's tools, equipment and vehicles are correctly maintained. - Ensure equipment provided meets operational and / or legislative requirements. - Bring to the immediate attention damaged or faulty equipment that effects operational functioning - To assist in arranging, with the knowledge and approval of the Team Leader, for faulty tools and/or equipment to be repaired or replaced.
Customer Liaison	- Public interaction is conducted in a polite, prompt and helpful manner - Develop and maintain close working relationships with the community and other special groups as needed.

	▪ Ensure efficient and effective attention to and resolution of queries submitted through Council's Customer Response Management System or other portals such as Social Media in a timely fashion ▪ Ensure accurate and efficient communication and application of relevant legislation, with animal owners and customers ▪ Act as a first response point for telephone enquiries from the public for information relevant to Companion Animal enquiries
Responsible Pet Ownership promotion and education	▪ Assist in providing education to the community on responsible pet ownership as required including but not limited to general enquiries, education programmes on topics such as behaviour, training, enrichment, socialisation and animal handling. ▪ To attend community events and assist in responding to public queries and issues ▪ To assist in providing information in line with legislative requirements under <i>Companion Animals Act 1998</i> and <i>Companion Animals Regulation 2018</i>
Care of animals and shelter facility	▪ Conduct basic health checks and assessments of animals daily ▪ Assist veterinary practitioners in conducting health examinations whilst at shelter facility. ▪ Transportation of animals to and from vet as required ▪ Ensure all legal requirements are met prior to an animal leaving the facility ▪ Collection of impounded animals and associated information from private residences or customers, as necessary ▪ Ensure all repairs and maintenance requirements are reported in a timely fashion. ▪ Ensure that the shelter site is kept in a clean, tidy and orderly fashion, at all times, in accordance with Department of Primary Industry guidelines and Codes of Practice for such facilities ▪ Ensure that there is always adequate supply of food, medication, bedding, leads, tags, etc including the cleaning products for use at the shelter
General Administration	▪ Review and complete performance appraisal in a timely manner. ▪ Maintain current and accurate file records including but not limited to vet/animal records, impounding database, health and behavioural information ▪ Check off veterinary invoicing against system generated records to ensure accuracy prior to payment ▪ Prepare memos/letters and other correspondence as necessary and within delegation ▪ All cash balancing to be carried out daily and weekly as required ▪ Represent Council in Court as a witness if required ▪ Assist in the timely maintenance of Council's website and social media platforms such as Facebook and Instagram for the promotion of animals under Council's care and control

	▪ To assist in the promotion of responsible pet ownership and respond to Animal related queries from the community ▪ To maintain, update and carry out searches on NSW Government Companion Animal Register in an accurate and timely manner to meet with legal requirements ▪ Act in an effective manner, passing on relevant communication between Council and OLG in relation to the Companion Animal Register as necessary ▪ Process registration payments for Companion Animals as required ▪ Correspondence filed and able to be readily retrieved when necessary
Programme Management	▪ Assist in administering programmes undertaken at the facility such as: 1. Volunteers 2. Work Experience/Placement 3. Duke of Edinburgh 4. Animal foster care
Financial Accountability	
This position has been identified as having the responsibility of managing financial transactions for the organisation as required.	▪ In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	• NSW Driver's Licence • Successful completion of animal course, minimum Certificate 2 in Animal Studies, or equivalent experience in a related field.
	Desirable	• Micro-chipping implanting licence and experience, or willingness to gain this qualification • Animal behavioural training qualification or equivalent industry experience
Experience or skills	Essential	• Experience working with animals (paid or volunteer capacity) in shelter or veterinary clinic • Competent in transporting, handling and caring for animals (including Dangerous & Restricted Breeds) • Knowledge of different dog and cat breeds and their behavioural traits • Customer service experience with ability to solve problems and communicate effectively • Demonstrated Office administration experience • Effective written and verbal communication skills • Demonstrated ability to comply with procedures and policies • Demonstrated skills in working within a teamwork environment

	Desirable	• First aid skills both animal and human. • Knowledge of legislation surrounding Companion Animals including <i>Companion Animals Act 1998</i>, <i>Companion Animals Regulation 2018</i> and <i>Impounding Act, 1993</i>. • Ability to assist in the care of other animals whilst in Council's care and control e.g. Roosters, Rabbits, goats, horses, sheep • Initiative and problem solving skills • Negotiation and conflict resolution capability

CORE CAPABILITIES

Attributes	▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Communication skills: able to articulate complex and technical matters in simple terms. ▪ People skills: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary. ▪ Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	▪ Collaborate- be open and welcoming, genuinely connect to others, include others, work together as one ▪ Achieve - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day ▪ Respect – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others ▪ Evolve – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.

Financial Management	Where applicable manage budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Records and Information Management Policy including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

7 day spread of hours including public holidays

4 week roster including 1 RDO.

Operational vehicle used during working hours.

There may be requirement to work outside normal spread of hours.