

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Animal Management Officer	1333a
CLASSIFICATION	ANZSCO CODE
Band 4	
DEPARTMENT	DIVISION
Animal Services	Regulatory Services
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 8, 2019	Animal Services Office- 115a Gillies Street South Alfredton 3350

Position Objectives

- To undertake a range of activities to meet Council's Animal Management Service responsibilities.
- To provide efficient and effective customer service by responding to enquiries, including attendance on site to resolve animal management situations to ensure community safety and wellbeing and the protection and conservation of our natural and manmade environment.

Key Responsibility Areas

- Assist in the Animal Management team with respect to animal management and associated local laws and state legislation.
- Ensuring all briefs of evidence meet the statutory and evidential requirements and that appropriate action has been taken to facilitate court action.
- Issue Animal Infringement Notices (when required) pursuant to the *Domestic Animals Act 1994* and Council's Local Laws, in accordance with the *Infringements Act 2006* and Council's policies and procedures.
- In accordance with Council's standard operating procedures, attend to on-site situations that require resolution to protect community safety and wellbeing. Typical examples include livestock wandering at large on roadsides, dog attacks, dog barking nuisance complaints, cat nuisance complaints, animal nuisance complaints (rooster, sheep, goat), excess animal complaints and investigations, animal welfare complaints, patrols of dog parks and on lead public areas, securing roaming dogs, dangerous & menacing dogs or other animal-related issues that are causing an immediate threat to public safety (excluding wildlife issues).
- Participate in an after-hours roster once a month for a seven-day period by responding to telephone enquiries and providing effective animal management emergency services. Responsibilities include collecting contained stray or roaming dogs, collecting injured animals and seeking veterinary assistance (if required), wandering livestock, conducting Shelter feeds and taking appropriate steps to resolve animal management complaints throughout the after-hours roster period.
- Manage animal management enforcement cases from start to finish in accordance with Council's standard operating procedures. Including following up on enforcement cases, prepare and attend Panel meetings providing a recommendation to determine the way forward. Update and complete detailed notes on Council customer service requests (CSR's) and Council's databases TRIM and Pathway.
- Provide advice and education to external customers relating to animal management issues, responsible pet ownership and associated Local Laws.
- Record information to enable subsequent enforcement to follow up, either as an authorised officer, or by referring the details to an authorised officer for follow up.
- Maintain records and systems appropriate to the position.
- Handling inbound and outbound calls, escalated by Customer Service, to answer queries and confirm information.
- Handling confidential information, storing confidential, personal information in accordance with Council standard operating procedures.

POSITION DESCRIPTION

Service Delivery

- Hold the delegated instrument of appointment and authorisation of Authorised Officer of the City of Ballarat pursuant to the provisions of the *Local Government Act 1989*.
- Assist the Team Leader Animal Management to deliver the strategic and business planning, and policy development functions of the Regulatory Services Department.
- Ensure service delivery complies with Council's Policies and Procedures.
- Assist the Team Leader Animal Management undertake animal educational and promotional activities, inspections, investigations, and other tasks consistent with the department outcomes.
- Assist the Team Leader Animal Management in relation to service delivery, Animal Management planning and policy development.
- Assist with emergency management relevant to Animal Management in relation to municipal emergency management response.

REPORTS TO:	
Team Leader Animal Management	NIL
ORGANISATIONAL RELATIONSHIPS	
Internal: Employees of the City of Ballarat	External: Federal and State Government Departments and authorities General public and community groups Community Organisations and Animal Health and Welfare Providers Professional Associations Council Contractors Local Businesses and traders Other Municipalities Registered training organisations Legal Practitioners Auditors

Accountability and Extent of Authority

- Accountable to the Team Leader Animal Management for the delivery of Animal Management Service, while ensuring that statutory animal management responsibilities are met. Such as issue various notices and correspondence, notices to comply, infringement notices and caution notices etc.
- Accountable for the delivery of After Hours Animal Management Services in an efficient, effective, timely and customer-focussed manner.
- Maintain records to assist in the preparation of briefs for matters for prosecution in open court or other formal proceedings. The Officer may be required to appear in court as informant or witness.
- Provide information and advice external customers in relation to Animal Management and associated Local Laws or state legislation.
- Provide assistance to the Ballarat Animal Shelter when required

Judgement and Decision Making

- Judgement and decision-making capabilities at a level utilising extensive experience with the ability to make timely decisions.

POSITION DESCRIPTION

- Make judgements and decisions on operational matters in the field, but within a framework where guidance may be sought from the Team Leader Animal Management.
- Make judgements on whether telephone enquiries require emergency on-site response.
- Make day-to-day decisions on prioritising response tasks.
- Exercise discretion, fairness and objectivity in the exercise of duties in compliance with Councils standard operating procedures and policies.
- Exercise confidentiality in the exercise of duties and responsibilities in accordance with Councils Employee Code of Conduct and *Privacy and Data Protection Act 2014*.
- Operate with minimal supervision and use judgement appropriate with the level of experience and qualifications outlined in this position description.

Specialist Skills and Knowledge

- Knowledge and understanding of the application of the *Domestic Animals Act 1994*, other relevant legislation and Council's Local Laws.
- Knowledge and experience in the handling of a variety of animals.
- Working knowledge and understanding of the application of other legislation administered and enforced by the Regulatory Services Department.
- Proficient in the use of computer software such as word processing and database packages.
- Ability to follow up enforcement issues and gather information to provide assistance in cases of court prosecution.
- General knowledge of Council policies and procedures, including adoption of safe work practices.
- Demonstrated dispute resolution skills and/or experience with difficult customers.

Management Skills

- Largely responsible for self-management of Animal Management tasks, although under the direction of the Team Leader Animal Management.
- Ability to re-organise tasks on short notice in an environment of changing priorities.
- Make day-to-day decisions on prioritising workload tasks.
- Ability to maintain appropriate records and systems.
- Knowledge of and commitment to OH&S and Equal Opportunity principles.
- Ability to manage change.

Interpersonal Skills

- Sound written and verbal communication skills.
- Commitment to provision of high levels of customer service.
- Ability to prepare correspondence and issue various notices.
- Make recommendations to the Coordinator Animal Services about issues within the Key Responsibilities of the position.
- Sound negotiation and conflict resolution skills and the ability to communicate effectively with customers.
- Adaptable and responsive to changing work needs.

Qualifications and Experience

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.

POSITION DESCRIPTION

- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

SELECTION CRITERIA

1. Knowledge of application of the *Domestic Animals Act 1994*, *Impounding of Livestock Act 1994*, *Local Government Act 1989* and Council's Local Laws.
2. Experience in Animal Management with experience in handling dogs and livestock.
3. Proficiency in the use of computer software such as word processing and database packages.
4. Excellent written and oral communication skills, including the ability to prepare letters, memoranda's, investigation reports and brief preparation.
5. Time management skills with the ability to prioritise tasks.
6. Experience in dealing with difficult customers and dispute resolution.
7. Knowledge and understanding of health and safety issues relevant to work activities and work area.
8. Current Victorian Drivers Licence and operation and towing of trailer

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

POSITION DESCRIPTION

1. PHYSICAL AND COGNITIVE DEMANDS

Job role	Animal Management Officer
Hours of work	Monday to Friday 8:15am-5:00pm Breaks: 45 minutes lunch After Hours roster one in every four weeks 5:00pm to 8:15am – availability allowance provided
Workplace/ location	Office: City of Ballarat Town Hall, Bath Lane Ballarat Central Field: Any location as required in the municipality of Ballarat Ballarat Animal Shelter located at 115A Gillies Street South, Alfredton
Equipment Tools	The following equipment is utilised on a daily basis: • Work vehicle (Image 1-5) • Cat cages – 3.4kg (Image 6) • Cat traps – 5kg • Slip leads • Catch poles / Snappy Snare (Image 7-8) • Holding yards • Camera, iPad and recording devices • Trailer • Towels • Animal food / treats • Disinfectant sprays • Microchip scanners • Computer based equipment (mouse, keyboard, monitor, stationery) • Plastic tubs • Portable steps contained within the Shelter
Description of Job Task	An AMO is required to perform all duties within the City of Ballarat (CoB) completing a range of tasks including: • Collecting cat traps: ○ Drive to resident reported location within CoB ○ The cat and trap is collected and loaded into the vehicle (Image 1-2) ○ The AMO would then drive to the Ballarat Animal Shelter where the cat is transferred into a secure cubicle at one of three levels (700mm and 1480mm) ○ Administrative tasks (paper based) are completed once the animal is delivered to the Shelter • Securing animals within the CoB; ○ Utilise preferred equipment (slip leads / catch poles) to leash the animal (Image 7-9) ○ Frequent pulling while positioning and manoeuvring the animals (weight up to 70kg) into vehicles (Image 1-5) which can offer a high level of resistance based on temperament ○ High level of upper/lower limb strength and core strength is required to handle the animal NOTE: AMOs ○ Commonly deal with animals which can be aggressive in nature and behaviour can be highly variable on any given day ○ Are required to assume a range of postures to locate animals which may have taken shelter under buildings, within structures and in confined spaces ○ May be required to attend to/handle the following animals: ○ Kittens / cats ○ Puppies / dogs ○ Pigs ○ Sheep ○ Rabbits ○ Horses ○ Goats ○ Cows ○ Other domestic animals

POSITION DESCRIPTION

	• Park Patrol & Welfare checks; ◦ Engage in proactive patrols of public parks and inspecting private residences ◦ Monitor and survey the owners of animals, ensuring that park rules and regulations are adhered to at all times ◦ Approach members of the community and provide education on correct etiquette and/or impose infringement notices for those not adhering to park rules and regulations • Domestic inspections; ◦ Engage in annual inspections of local businesses including; animal day care, kennels, pet shops and breeders ◦ Visually monitoring and survey owners and animals to ensure regulations are being adhered to ◦ If required seize animals and/or impose infringement notices • Emergency response; ◦ Respond to emergency situations including animal attacks ◦ Attend the required location or residence and potentially seize the animal and or impose infringement notices ◦ Potentially exposed to aggressive and vicious animals • Interviews; ◦ Conduct formal interviews and collect evidence following an incident or alleged complaint.
Hazards identified	AMOs may be subjected to a number of varying hazards which may include; • Manual handling: ◦ Participation in forceful movements of the upper and lower limbs whilst handling aggressive animals using the catch pole / snare. ◦ The requirement to assume and maintain awkward postures over uneven ground such as kneeling, squatting and stooping whilst looking under houses and other structures in order to locate an animal in hiding or in distress. • Dealing with unknown people in the community • Dealing with temperamental and at times volatile / aggressive animals which may attack (bite/scratch) the AMO • Potential exposure to animals infected with disease • Exposure to uneven surfaces e.g., nature strips containing unkempt lawns, exposed tree roots and public parks • Exposure to unregulated temperature within an outdoor environment • Exposure to vehicle traffic whilst walking along streets within the municipality
Environment	AMOs are required to work within an indoor or outdoor environment. As such, they would be exposed to: <u>Office:</u> • Controlled temperature and ventilation • Working in open space in the presence of co-workers • Fixed desks with ergonomically adjustable task chairs are provided <u>Field:</u> • Indoor environment whilst driving; temperature and ventilation are controlled in this instance through use of air conditioning / heating system. • Outdoor exposure to heat, sun, chill, rain, hail or snow • Requirement to work independently in isolation

POSITION DESCRIPTION

Personal Protective Equipment used	Whilst engaging in duties, the AMO is required to wear the following protective equipment: • Gloves • Closed toe shoes • Sunglasses/sunscreen To protect their bodies from attacks, AMOs are encouraged to utilise catch poles which allows them to avoid contact with an aggressive animals.
Classification of task	Heavy

POSITION DESCRIPTION

Animal Management Officer



Image 1 Utility with hydraulic animal enclosure



Image 2 Hydraulic animal enclosure positioned on ground.



Image 3 Posture assumed to open hydraulic animal enclosure



Image 4 Van



Image 5 Van with cages in rear



Image 6 Cat Cage



Image 7 Snappy Snare

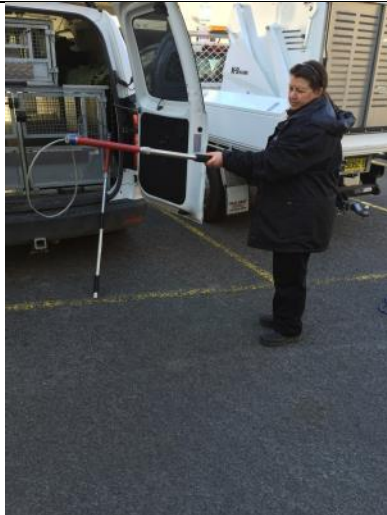


Image 8 Catch Pole

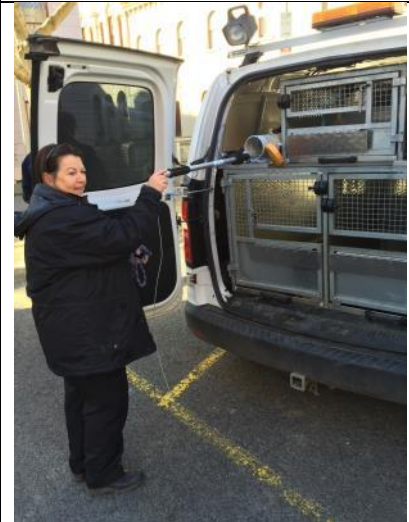


Image 9 Placing equipment into van

POSITION DESCRIPTION

Physical Demand Matrix

Overall Role **Animal Management Officer**

Body Posture	N R	R	I	O	F	C	Comments
Standing					ü		Frequent requirement to stand whilst completing
Sitting						ü	Constant requirement to sit whilst; - driving - completing administrative tasks utilising computer based equipment The requirement to sit would cease upon exiting the vehicle to complete other tasks.
Horizontal reaching with arms extended > 30cm in a 180 degree plane.				ü			Occasional requirement to reach whilst; - Obtaining items from compartments in vehicle - Reaching for animals trapped in confined spaces or under structures - Obtaining animals from secure cubicles (at second level) or contained within cages / traps
Neck flexion/extension/rotation					ü		Frequent movements of the neck whilst; - performing head checks when driving - observing animals contained within compartments in the vehicle - Referring to animals which may be trapped in a cage / contained in a confined space or under a structure such as house.
Reaching above shoulder height		ü					Rare reaching to; access an animal located above shoulder height such as on a shelf or in a tree.
Stooping & bending forward from standing position					ü		Frequent requirement to; - obtain animals in confined spaces or under structures such as houses. - access compartments of their vehicle to obtain equipment and cages
Kneeling / squatting				ü			Occasional requirement to obtain animals in confined spaces or under structures such as houses
Trunk rotation					ü		Frequent trunk rotation required (left and right) whilst completing all tasks

Mobility	N R	R	I	O	F	C	Comments
Climbing step / platform					ü		Frequent requirement to climb steps within; - the pound - resident's domestic homes
Walking						ü	Constant walking required whilst completing all tasks. This includes; - Walking within the community - Walking within domestic residences Walking occurs over; - Asphalt surfaces - Paved surfaces (sidewalks) - Steep inclines as per nature of streets Note: the requirement to walk ceases once AMOs commence driving or upon entering the office to complete administrative tasks at a computer based workstation.
Walking over uneven surfaces					ü		Frequent requirement to walk over; - Unkempt nature strips which may contain exposed tree roots and/or depressions/holes - Parks and gardens within the municipality for the purposes of completing Park Patrols
Ladder climbing	ü						Not required

POSITION DESCRIPTION

Manual Handling	N R	R	I	O	F	C	Comments
Unilateral lifting				ü			Occasional requirement whilst lifting (and carrying) occupied and unoccupied cat traps/cages
Bilateral carrying				ü			Occasional requirement to carry occupied cat traps/cages using both upper limbs dependent on size and weight of cat
Lifting with weight away from body <10kg				ü			Occasional requirement to lift away from body while; • poling animals • placing animals into back of vehicle or cage • weight will vary depending upon the animal being handled
Lifting with weight away from body >10kg				ü			
Lowering a vertical distance > 25cm from waist to floor			ü				Intermittent requirement to lower items such as; • Occupied / unoccupied cat traps, • Plastic tubs containing equipment
Lifting a vertical distance > 25cm from waist to shoulder height	ü						Not required
Lifting 0kg - 4.5kg			ü				Intermittent requirement to lift; • Unoccupied cat trap cages • Plastic tubs containing equipment such as towels
Lifting 4.5kg - 9kg				ü			Occasional requirement to lift: • Occupied cat trap cages
Lifting 9kg - 22kg				ü			Occasional requirement to lift animals into back of vehicle.
Lifting 22kg - 45kg		ü					Rare requirement to lift larger animals into back of vehicle.
Lifting 45kg+		ü					
Handling unstable objects					ü		Frequent requirement to handle; • Cat cages containing animals which are distressed /resistive or move erratically/aggressively require additional physical demand when transferring into work vehicle. • Aggressive and resistive dogs; upon being snared the animal may begin to significantly resist. Well-developed core, upper / lower limb strength is required to transfer animals into vehicle.
Carrying					ü		Frequent requirement to carry • occupied/unoccupied cat traps • docile animals • plastic tubs containing equipment
Pushing / pulling				ü			Occasional requirement to pull snared animals which can be resistive requiring upper limb strength to direct and manoeuvre animal into vehicle. Animals can weigh as much as 70kg (dogs)
Sustained/repetitive hand grip						ü	Constant requirement whilst: • Steering vehicle • Lifting and carrying all items • Operating catch pole
Tool use	ü						Not required
Exposure to vibration	ü						Not required

Frequency scale for critical physical demands

NR = Not Required within this range of duties
R = Rarely (less than 1 x weekly)
I = Intermittently (1 x every 2.5 hours)
O = Occasional (1 x every 30 minutes)
F = Frequent (1 x every 2 minutes)
C = Constant (1 x every 15 seconds)

Cognitive Demand Matrix

POSITION DESCRIPTION

Role	Animal Management Officer
-------------	----------------------------------

Psychosocial Demands			
Personal	Concentration	ü	High levels of concentration required, particularly whilst: • Driving within the community • Attending to resistive and aggressive animals • Interacting with members of the community
	Patience	ü	AMOs are required to possess high levels of patience whilst attending to tasks such as trapping cats as well as snaring animals. As animals may be unpredictable and highly resistive, the process of securing an animal may take extended periods of time.
	Emotional stability	ü	AMOs are required to have a developed emotional stability whilst completing all tasks. This is particularly important as they may be subjected to distressing situations which involve potential animal cruelty
	Judgement	ü	AMOs are required to exercise sound judgement whilst completing all aspects of the role, particularly whilst identifying the most suitable method of handling / capturing resistive and potentially dangerous animals.
	Reasoning	ü	AMOs are required to exercise sound reasoning whilst completing all aspects of the role
Social	Isolation	-	AMOs usually work in isolation. It should be noted that assistance can be sought from colleagues for potentially dangerous or difficult situations involving aggressive animals or potentially dangerous situations within the community.
	Autonomy	ü	AMOs are able to utilise autonomy with respect to the processes in which they complete a task, however have no autonomy with respect to the work which is allocated to them by Supervisor
	Peer support	ü	Peer support is available whilst AMOs complete their designated duties. Peer support is generally requested should the circumstances require it.
	Social network	ü	A social network is available for all AMOs through the City of Ballarat
	Production demands	ü	AMOs would be required to respond to a trapped animal within a certain period of time to ensure that the animal remains fed and hydrated.
	Stress	ü	AMOs can be subjected to stressful situations. This includes: • Dealing with potentially irate members of the public and residents • Being exposed to animals which are resistive and aggressive • Being exposed to animals in high levels of distress due to injury • Being exposed to situations of animal cruelty

POSITION DESCRIPTION

Appendix A

TASK ANALYSIS

Frequency of physical demands

The frequency of the physical demands required as part of the jobs assessed is defined under the following categories:

- (NR) Not required is defined as being not within this range of duties
- (R) Rarely is defined as less than one performance per week
- (I) Intermittently is defined as one performance every 2.5 hours
- (O) Occasional is defined as one performance every 30 minutes
- (F) Frequent is defined as one performance every 2 minutes
- (C) Constant is defined as one performance every 15 seconds

Classification of Physical Demands:

The following are the classifications used to categorise specific jobs based on their physical demands, as adapted from the Dictionary of Occupational Titles.

Sedentary

- Lifting 4.5kgs maximum and occasionally lifting and carrying such articles as dockets, ledgers and small tools.
- Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out the job duties.
- Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

Light

- Lifting 9kgs maximum with frequent lifting and/or carrying of objects weighing up to 4.5kgs.
- Even though the weight lifted may be only a negligible amount, a job is in this category when it requires walking or standing to a significant degree; or when it requires sitting most of the time with a degree of pushing and pulling of arm or leg controls; and/or when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials even though the weight of those materials is negligible.
- Physical demand requirements are in excess of those for Sedentary work.

Medium

- Lifting 22kgs maximum with frequent lifting and/or carrying of objects weighing up to 11kgs.
- Physical demand requirements are in excess of those for Light work.

Heavy

- Lifting 45kgs maximum with frequent lifting and/or carrying of objects weighing up to 22kgs.
- Physical demand requirements are in excess of those for Medium work.

Very Heavy

- Lifting objects in excess of 45kgs with frequent lifting and/or carrying of objects weighing 22kgs or more.
- Physical demand requirements are in excess of those for Heavy work.

POSITION DESCRIPTION

