

POSITION DESCRIPTION



www.bendigo.vic.gov.au

POSITION TITLE & NUMBER:	Animal Attendant – Bendigo Animal Relief Centre (#851)
EMPLOYMENT STATUS:	Full time, Ongoing
CLASSIFICATION:	Band 3
FULL TIME STARTING SALARY:	\$60,315 plus superannuation
UNIT:	Safe Environments

APPLICATION GUIDELINES

Please submit a cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume.

THE CITY

Greater Bendigo celebrates our diverse community. We are welcoming, sustainable and prosperous. Walking hand-in-hand with the traditional custodians of this land. Building on our rich heritage for a bright and happy future. The City works in partnership with our community to move toward this vision and deliver the Greater Bendigo Council Plan (Mir wimbul).

We are a values driven Organisation and committed to embracing diversity, flexibility and supporting employee training and development. The City provides a safe, inclusive and team orientated work place where people perform at their best. Further information is found at the [City of Greater Bendigo website](http://www.bendigo.vic.gov.au)

THE UNIT

The Safe Environment unit's purpose is to protect and promote the health and safety of the community and the environment by monitoring risks, evaluating the systems associated with those risks, determining and implementing appropriate interventions, and evaluating the impact of the interventions. Services delivered by the unit include Local Laws, Parking Services, Animal Services and Building Services. Further information is found at our [website](http://www.bendigo.vic.gov.au).

POSITION OBJECTIVE

- Contribute to the daily operations of the Bendigo Animal Relief Centre (BARC) by providing high quality animal care that meets the needs and expectations of our community's pets.
- Ensure our service delivery is responsible, prompt and flexible to support the best possible outcomes for pets and owners.

KEY RESPONSIBILITIES AND DUTIES

- Provide best practice care to animals housed at BARC including health inspections, feeding and cleaning of animal housing areas, and transport of animals.
- Ensure daily animal welfare requirements are met including the provision of environmental enrichment.
- Perform daily observations of animals in care and contribute to extensive record keeping to best support positive animal outcomes, as well as ensuring that reportable symptoms are quickly identified and escalated.
- Ensure that Veterinarian care instructions for animals are effectively carried through, including administration of medications.
- Effectively support our customers by providing reliable information and advice on BARC's services as well as pet ownership, responding to all customer and team enquiries in line with Council's expectations.
- Report on issues regarding compliance with facility and Council policies and procedures.

Our Values & Behaviours



- Comply with Domestic Animal Act 1994, Code of Practice for the Management of Dogs and Cats in Shelters and Pounds, Health Management Plan, Domestic Animal Management Plan and Standard Operating Procedures.
- Carry out other duties that are within the limits of the employee's skill, ability, competence and training, and the requirements of the role as may be directed from time to time by more senior staff.

SKILLS AND ATTRIBUTES

Technical/specialist skills:	Animal care and husbandry, infection control, record keeping, data input
Personal attributes:	Customer service focus, communication, teamwork, adaptable, ability to work independently

ORGANISATIONAL RELATIONSHIPS

Reports to:	Operations Manager, BARC
Supervises:	Nil
Internal Liaisons:	Staff members and other City employees
External Liaisons:	General public, volunteers, foster care groups, animal rescue organisations, veterinarians, contractors and external suppliers

ADDITIONAL INFORMATION

- A satisfactory Police Record Check, Working with Children Check and evidence of any required vaccinations is required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.
- Flexibility in working hours is required including early starts, weekends, public holidays and/or evening work.

QUALIFICATIONS

- Certificate, qualification or knowledge and skills in animal husbandry is required.
- Administration or customer service skills gained through on-the-job training commensurate with the requirements of the position.

KEY SELECTION CRITERIA

- Relevant qualifications or experience handling and caring for domestic animals in a capacity beyond pet ownership.
- Demonstrated ability to work in a team and under direction, with a strong focus on customer service.
- Sound communications skills and a proven ability to maintain both written and electronic records.
- An effective team player, along with the ability to work cooperatively and positively in a sensitive and confidential environment.
- Demonstrated use of computer software including Microsoft Office suite.

BAND 3 CLASSIFICATION DESCRIPTORS

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Provide information and support to clients and/or more senior employees as required.
- Ability to work within specific guidelines and under general supervision.
- Freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time.
- Ability to work with sufficient freedom to plan one's own work.
- Outcomes of work are readily observable.
- The effect of decisions and actions are usually limited to a localised work group or function.

JUDGEMENT & DECISION MAKING:

- The nature of the work is clearly defined with procedures well understood and clearly documented.
- Particular tasks to be performed will involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations.
- Guidance and advice is always available.

SPECIALIST SKILLS & KNOWLEDGE:

- Knowledge or willingness to learn animal studies and pound operations.
- Proficiency in the application of standardised procedures, practices and/or in the operation of equipment or knowledge of the use of plant which requires the exercise of a limited degree of skill.
- An understanding of the function of the position within its organisational context, including relevant policies and procedures.
- Use of computer software including Microsoft Office suite.

MANAGEMENT SKILLS:

- Basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Assist other employees by providing guidance, advice and training on routine technical, procedural or Administrative/ Professional matters.

INTERPERSONAL SKILLS:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Skills in oral and written communication with clients, other employees and members of the public.
- Ability to resolve minor problems.