

Moreland City Council

POSITION DESCRIPTION



POSITION TITLE:	Animal Management Officer
POSITION NO:	
CLASSIFICATION:	Band 5
AWARD / LWAA:	Moreland City Council Enterprise Agreement 2018
DEPARTMENT:	City Infrastructure
BRANCH:	Amenity and Compliance
WORK UNIT:	Animal Management and Local Laws
REPORTS TO:	Team Leader Local Laws & Animal Management
SUPERVISES:	Nil
PREPARED BY:	Unit Manager Amenity & Compliance
APPROVED BY:	Director City Infrastructure

Moreland's Values are mine!

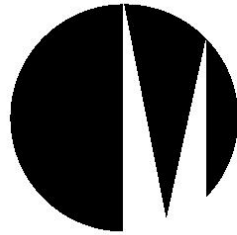


TRIM: D19/332147

DATE MODIFIED: August 2019

DATE APPROVED:

DATE PRINTED:



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As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.

1. POSITION OBJECTIVES:

Contribute to the safety and amenity of the municipality through the provision of information, assistance and advice to the community, and the enforcement of Acts, Local Laws and Regulations.

Enforce the provisions of the *Domestic Animals Act* and Council's General Local Law in respect to animals.

Ensure high quality, professional and responsive service that demonstrates an ongoing commitment to our community needs and expectations in relation to responsible pet ownership.

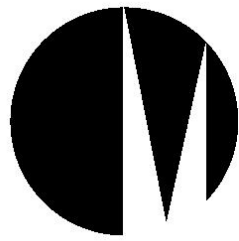
Value	Statement
	We acknowledge our main purpose is to work with our Community and customers
	I will support and value others
	I take pride in my work and am responsible for doing it well
	I will do what I say
	We will work within and across the organisation to achieve community outcomes

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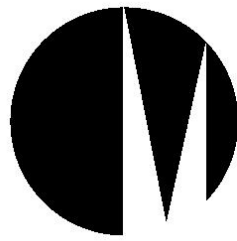
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KEY RESPONSIBILITY AREAS:

- Enforce the *Domestic Animals Act* and *Moreland City Council General Local Law*
- Maintain superior customer service, investigating and taking appropriate action to address service requests and provide timely feedback to customers on actions taken.
- Inform and educate the community, liaise with key stakeholder groups on issues relating to animal management.
- Investigate and take appropriate action in response to complaints of poor animal control practices and breaches of animal control legislation in accordance with standard procedures.
- Collect and transport animals to/from members of the public, pounds and vets in accordance with approved guidelines and regulations.
- Conduct patrols in various locations including parklands to monitor on and off lead requirements and issue infringements in a fair and just manner to all persons found in breach of the *Domestic Animals Act* or local legislation.
- Contribute to the induction of recently appointed staff and assist the Team Leader in providing ongoing training, coaching and support to other team members.
- Prepare reports, legal briefs of evidence and correspondence.
- Attend Court to give evidence as required.
- Interview and take statements as necessary in the preparation of evidence for prosecutions.
- Undertake effective case management of issues under investigation.
- Assist other units within the Branch as required.
- Contribute to the development of policies and strategies that improve council's and the community's understanding of animal welfare issues.
- Undertake park patrol enforcement afterhours and weekends on a rotational basis.



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Continuous Improvement

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.

Occupational Health & Safety

- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.

Environmental Sustainability

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

Diversity & Equity

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

Records Management

- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties

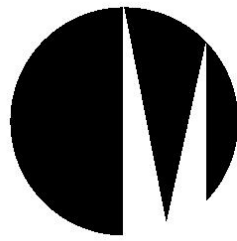
- Required to undertake other duties as directed.

2. ORGANISATIONAL RELATIONSHIP:

Reports to: Team Leader Animal Management and Local Laws

Supervises: Nil

Internal Liaison: Interdepartmental liaison with staff from other departments.



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External Liaison:

A range of external contacts, including but not limited to:

Residents & Business people
Victoria Police
The Lost Dogs Home
Cat Protection Society
RSPCA
Contractors
State Governments departments
VicRoads
Central Animal Records
Other Councils
Vets

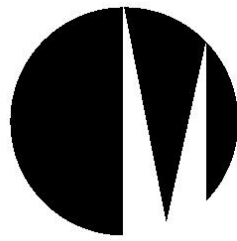
JOB CHARACTERISTICS RELEVANT TO THE POSITION

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 5, Clause 5)

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

This position operates under the direction of the Team Leader Local Laws & Animal Management. Animal Management Officers have the authority to:

- Provide advice to the community and outside organisations.
- As an Authorised Officer of Council the individual is to act within the limits of delegated authority under the various statutes administered by the department.
- Issue Infringement Notices, Statutory Notices and Notices to Comply as required.
- Collect evidence and witness statements including collection of DNA for testing from animals involved in attacks.
- Recommend enforcement action to the Team Leader, Unit Manager and Manager.
- Assist other law enforcement agencies as requested to ensure animal welfare.



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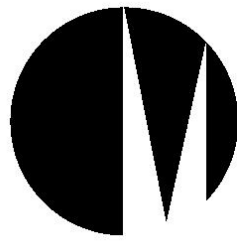
- Provide advice to residents to assist with responsible pet ownership and managing issues such as barking dogs.

4. JUDGEMENT AND DECISION MAKING:

- Make decisions on the most appropriate course of action in relation to animal issues, in accordance with guidelines and processes and as guided by the Team Leader Local Laws & Animal Management.
- Officers are expected to positively contribute to the Amenity and Compliance Branch and participate in team meetings and decision-making activities.
- Issue infringements ensuring the Acts, Regulations and Local Laws are applied in a fair and just manner and in accordance with guidelines and processes.

5. SPECIALIST KNOWLEDGE AND SKILLS:

- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the department.
- A working knowledge of Council's Pathway operating system and system modules relevant to the function of the position.
- Proficiency in the use of computers, hand-held electronic devices and other office equipment.
- Ability to represent Council at the Magistrates' Court and other courts in relation to animal issues and offences.
- Knowledge of animal transportation procedures for injured, seized and trapped animals.
- Proficiency in the application of law enforcement procedures, including interviewing techniques, evidence collection, note-taking and preparation of court briefs and reports.
- Knowledge of the Acts and Regulations and Moreland City Council General Local Law relevant to animal management.



6. MANAGEMENT SKILLS:

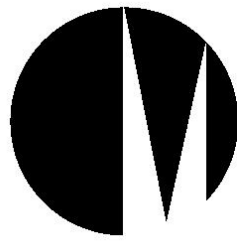
- Time management skills, including the ability to set priorities, plan and organise own workload.
- Well-developed written and communication skills to enable the preparation of routine reports and correspondence.
- Practice the Moreland Values and Code of Conduct by behaving in a professional and ethical manner promoting respect, teamwork and results.

7. INTERPERSONAL SKILLS:

- An ability to respond to and gain cooperation and assistance from citizens, business operators and other stakeholders.
- Proficiency in problem solving.
- An ability to set and maintain a high standard of output through personal presentation and attention to detail.
- Ability to deal with difficult members of the public both in person and over the telephone.
- Ability to multi-task and remain calm under pressure.
- Ability to work independently and as a team player.
- Ability to accurately prepare letters, emails, infringements, notices, legal briefs of evidence and other documentation related to animal matters.
- Proficiency in handling challenging situations utilising effective conflict resolution skills.
- A high level of professionalism in the discharge of duties.

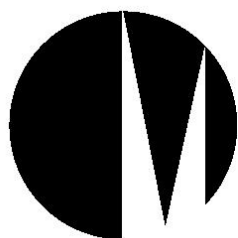
8. QUALIFICATIONS AND EXPERIENCE:

- Certificate IV in Animal Management and/or demonstrated previous experience in animal management.



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- Experience in animal management, justice administration, law enforcement, or other related fields is mandatory.
- Physical ability to deal with and handling of aggressive dogs
- Up to date knowledge and experience in animal handling techniques.
- Significant experience in a high-pressure customer service environment.
- Availability to undertake park patrol enforcement afterhours and weekends on a rotational basis.
- Current Driver's Licence.
- Working with Children card.



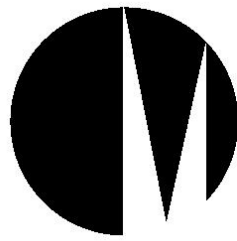
10. PHYSICAL REQUIREMENTS OF THE POSITION

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	(X)	()	()
-below 10kgs	()	(X)	()	()
Manual handling frequency	()	(X)	()	()
Repetitive manual work	()	()	(X)	()
Repetitive bending/twisting	()	()	(X)	()
Working with arms above head	()	()	()	(X)
Lifting above shoulder height	()	()	()	(X)
Using hand tools – vibration/powerful	()	()	()	(X)
Operating precision machinery	()	()	()	(X)
Close inspection work	()	()	()	(X)
Wearing hearing protection	()	()	()	(X)
Wearing eye protection	()	()	()	(X)
Working in dusty conditions	()	()	()	(X)
Working in wet/slippery conditions	()	()	(X)	()
Wearing Gumboots	()	()	()	(X)
Wearing safety shoes/boots (steel cap)	()	(X)	()	()
Working with chemicals/solvents/detergents	()	()	()	(X)
Washing hands with soap (hygiene)	()	(X)	()	()
Working at heights	()	()	()	(X)
Working in confined spaces	()	()	()	(X)
Working in chillers (+4 degrees C)	()	()	()	(X)
Performing clerical duties	()	(X)	()	()
Working on a keyboard	()	(X)	()	()
Driving cars and/or trucks	()	(X)	()	()
Other (please specify) handling dangerous dogs_____	()	()	(X)	()

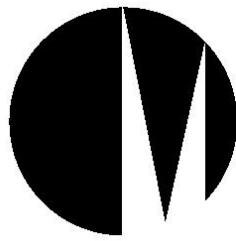
Other special features (e.g. nature of chemicals, travelling requirements, etc):
Dog attacks, handling cat cages, transporting animals



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11. KEY SELECTION CRITERIA

- Certificate IV in Animal Management and/or demonstrated previous experience in animal management.
- Excellent customer service skills with an ability to educate and gain the cooperation and assistance from citizens, business operators and other stakeholders in order to achieve branch goals.
- Well-developed written and verbal communication skills to enable the preparation of reports, statements, legal briefs of evidence and correspondence.
- Extensive knowledge of the *Local Government Act 1989*, *Domestic Animals Act 1994*, *Domestic Animals Regulations 2005*, *Prevention of Cruelty to Animal Act*, *Environment Protection Act* and *Moreland City Council General Local Law* and other legislation relevant to the Animal Management team.
- Proficiency in the use of computers, hand-held computers and other office equipment.
- Proficiency in the application of law enforcement procedures, including interviewing techniques, evidence collection, preparation of legal briefs of evidence, note taking and preparation of reports.
- Incumbent must be able to undertake patrols in a variety of ways including on foot and in motor vehicles.
- Ability to undertake animal management park patrol enforcement afterhours and weekends on a rotational basis.
- Current Victorian Motor Car Driver's Licence.



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SIGNATURE PAGE

This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.

..... **Date** / /
(Staff member's signature)

..... **Date** / /
(Supervisor/Manager's signature)

Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.