

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Animal Management Officer
POSITION NUMBER:	1878, 1879, 2351, 2505, 2613, 3542, 3543
DIVISION:	City Life
DEPARTMENT:	Community Safety & Regulation
CLASSIFICATION:	Band 5
REPORTS TO:	Team Leader Animal Management Services
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Internal staff and departments
EXTERNAL LIAISONS:	Community members, Local Government, State Government and Federal Government agencies Animal Welfare Organisations, and community groups
DATE:	March 2024

POSITION OBJECTIVES:

This position acts as an Authorised Officer for Council in the monitoring and enforcement of state legislation relating to domestic animals and livestock, including the investigation and preparation of legal briefs in relation to breaches of legislation. The position assists with the implementation and administration of Council policies and the Domestic Animal Management Plan and builds relationships with members of the community by providing guidance, support, education and advice regarding responsible pet ownership.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Assist the Team Leader Animal Management Services to ensure business unit outcomes are delivered in accordance with Council policy, state legislation, local laws, departmental procedures and Council's Domestic Animal Management Plan.
2. Act as an Authorised Officer for Council in administering and enforcing the provisions of all relevant legislation pertaining to domestic animals and livestock.
3. Conduct complex investigations related to breaches of legislation, including serious dog attacks, complex nuisance complaints, animals found at large, wandering livestock and others. Responsible for end to end investigation process including gathering/presenting evidence exhibits, conducting record of interview and witness statements.
4. Prepare complete briefs of evidence and make recommendations pertaining to investigation outcomes and prosecution. Initiate legal proceeding and act as an informant in Court matters.
5. Seize and impound domestic animals and livestock.
6. Work collaboratively with state agencies in emergency response situations; including executing warrants, safely securing scenes for state agencies to proceed with their duties and ensuring animal safety in emergencies.
7. Proactively patrol the municipality for breaches of state legislation and local dog control orders. Follow up with enforcement action including preparation of legal directive Notices and the issuance of infringements.

8. Promptly respond to and monitor customer requests for service for all animal related matters across the municipality, including animals at large, menacing animals, lost and found animals and provide feedback to complainants in accordance with Council's Service Commitments.
9. Participate in the emergency after hours on-call roster providing for a 24hour, 7day service to the community..
10. Oversee, inspect and audit domestic animal businesses to ensure compliance with State legislation and relevant Codes of Practice.
11. Assess, inspect and approve the issuance of multiple animal permits in accordance with relevant local laws.
12. Conduct compliance audits with respect to dogs declared to be menacing or dangerous.
13. Provide support, resources and education to the community to advocate responsible pet ownership.
14. Adhere to all Council's policies and procedures relevant to this position.
15. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg sitting at a computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:**Qualifications:**

1. Current Australian Driver's Licence
2. Hold or commit to undertake a Certificate 4 Government – Statutory Compliance and/or Certificate 4 Animal Control and Regulation or other tertiary qualifications recognised by Council as consistent with the requirements of the position; or relevant experience in a similar role.
3. Satisfactory Police Check.
4. Working with Children Check.

Essential:

5. Demonstrated ability to interpret and apply legislation and explain the application to staff members, the public and, when necessary, the Courts.
6. Demonstrated understanding of evidence gathering processes and the ability to prepare competent legal briefs and prosecution reports pertaining to breaches of legislation.
7. Ability to identify domestic animals and livestock, their needs, nature and condition and demonstrated ability to capture, transport and impound animals in a safe and effective manner.
8. Demonstrated excellent customer service and interpersonal communication skills and experience.
9. Ability to establish positive and proactive communications with the general public and educate, promote and assist with the need for compliance with the various statutes, legislation and local laws.
10. Ability to maintain thorough notes of activities undertaken, including maintaining appropriate administrative and information recording systems.
11. Demonstrated high level of dispute resolution/negotiations skills and the ability to problem solve and offer solutions to resolve issues.
12. Ability to assist with the implementation and delivery of education packages and proactive measures relating to improving the outcomes for issues dealt with by the unit.
13. Demonstrated commitment to best practice and responsiveness to continuous improvement.

Desirable:

14. Experience in a similar regulatory environment would be highly desirable.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Assist with the effective and efficient operation of the functions associated with the Animal Management Services Unit.
- Exercise all the legislative powers of an authorised officer under any legislation which Council has designated to the incumbent.
- Authority to issue Infringement Notices, Notices to Comply, Impound/Seizure Notices and Release Orders and to represent Council as a witness or informant in a Court of Law or Tribunal.
- The incumbent provides support to the Team Leader Animal Management Services in the provision of a regulatory service to the community and is required to provide information to the public. Work standards fall within specific guidelines.
- The incumbent is responsible for assisting with the provision of special advice to management and regulating clients.
- Responsible for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Recommends prosecutions, or alternative action, for any breaches of the Acts, Regulations and Local Laws administered by Council.

- The incumbent is expected to function within the guidelines of Council and department policy, department Code of Professional Work Ethics and act with minimum supervision and use discretion in relation to duties performed.
- The nature of the work is usually well defined; however the incumbent can select methods, processes, technology and equipment from a range of available alternatives.
- The incumbent will be able to use available procedures and guidelines and knowledge gained through relevant experience to solve problems.
- Guidance and advice is usually available within the necessary time frame.
- As a member of a professional specialist team, the judgements and decisions made have potential to influence overall performance of the Unit and to impact on the wider community.

SPECIALIST SKILLS AND KNOWLEDGE:

- Current knowledge of statutory legislation as they relate to domestic animals and livestock, and the ability to interpret and explain the intent of such legislation.
- Ability to interpret and apply legislation or explain the reasons for the interpretation to staff members and the public.
- Demonstrated ability to identify domestic animals and livestock, their needs, nature and condition.
- Ability to safely handle, capture and confine domestic animals and livestock.
- Ability to meet the physical requirements of the position including the ability to confidently ride a bicycle and/or quadbike when necessary.
- IT skills
- Time management skills including the ability to multitask and meet deadlines
- Demonstrated practical knowledge in a statutory compliance field in order to identify, analyse and deliver options to solve problems.
- A demonstrated knowledge of the application and use of relevant scientific equipment.
- Ability to interpret, apply and clearly explain decisions to both the public and other Council staff.

MANAGEMENT SKILLS:

- Well-developed organisational and administrative skills coupled with time management skill.
- Proven ability to set goals and implement strategies, work methods and practices to achieve department goals.
- Ability to proactively promote responsible pet ownership, legislative compliance and Council's image.
- Demonstrated ability to be self-motivated and to listen to, involve and empower staff.

INTERPERSONAL SKILLS:

- Ability to work both independently and as part of a team.
- Capability to build professional relationships that contribute to team morale and values.
- Deliver excellent customer service and ensure a positive image to customers.
- Ability to gain cooperation and assistance from the public and other staff to resolve issues.
- Willingness to contribute to the development and future direction of the team.
- Demonstrated written and oral communication skills.
- Demonstrated dispute mediation and dispute resolution skills

ADDITIONAL INFORMATION:

- This role will be required to participate in after hours on-call/availability service and rostered overtime activities.
- This role is based at Wurriki Nyal, Mercer Street Geelong, however, will be predominantly undertaking field work.