

Melton City Council

Senior Animal Attendant

Position Description

PD: 728

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Senior Animal Attendant - Pound Services
Directorate	City Delivery
Business Unit	City Safety & Amenity
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022- 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader-Pound Services
Supervises	Animal Attendants/Trainees/Contract staff
Internal liaisons	• City Safety & Amenity staff • Customer Service staff
External liaisons	• Members of the community • Microchipping record providers • Animal Shelters & Rescue Organisations • Local Veterinarians • Product suppliers

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Ensure that impounded and surrendered animals are treated and cared for in accordance with relevant legislation, codes of practice and Council's policies and procedures.
- Provide the Melton community with services associated with re-uniting of impounded animals and the adoption/rehousing of suitable domestic animals.
- Lead Animal Attendants by example, overseeing the care and cleaning of all Animals held at our facility to ensure tasks are being completed adequately and in a timely manner

5. Key responsibility areas

- Ensure all legislative requirements and relevant Codes of Practice are adhered to. (For the purposes of the 'Code of Practice for the Management of Shelters and Pounds' this position discharges the role of 'Operations Manager').
- Carry out daily health and wellbeing checks of all impounded animals including relevant recommendations/assessments of animals as required.
- Provide training and guidance to Animal Attendants and Contractors as required.
- Establish and maintain processes to encourage re-homing of impounded animals through animal rescues/shelters.
- Provide and oversee 'day to day' cashiering functions including the receipting and balancing of monies.
- Carry out microchipping of Animals as required under the Domestic Animals Act 1994

6. Accountability and extent of authority

- Operate under the supervision of Team Leader Pound Services and provide support to the Animal Management Unit.
- Adhere to legislative requirements, codes of practice, policies, procedures and the content of the position description and the nature of the work assigned to the position from time to time.
- Provide responsible pet ownership information to members of the public.
- Issue infringements and notices in accordance with relevant legislation and Council policy.
- This position is authorised under Domestic Animals Act 1994.

7. Judgement and decision making

- Sound decisions making relating to re-uniting of impounded and adoption/rehousing of domestic animals and payment of fees often without referral to a line management.
- Physical and behavioural assessment is to be carried out on all animals and recommendations made in accordance with current and relevant Legislation and Codes of Practice.
- Make decisions guided by procedures, legislation and training.
- Arrange for the assessment of sick and injured domestic animals by a veterinary practitioner.

8. Specialist skills and knowledge

- Demonstrated skills in handling domestic animals, using animal handling equipment including dog control devices and domestic animal husbandry.
- Comprehension and understanding of relevant legislation relating to animals.
- Competent skills in general administration and Microsoft Office applications.
- Accurate cash handling skills.
- Thorough working knowledge of Occupational Health and Safety legislation.
- Competent knowledge/experience in Customer Service.
- Authorisation as an accredited Microchip Implanter

9. Management skills

- Set priorities, plan and organise own work to achieve specific and set objectives in the most efficient way.
- Work effectively as a member of the Pound Services Unit to achieve its' unit objectives.
- Act in an efficient and competent manner.
- Assist other staff by providing guidance, advice and training on matters relating to animals.
- Adequately supervise Animal Attendants/Trainees and Contractors.

10. Interpersonal skills

- Proven ability to listen, interpret, discuss and resolve issues in relation to domestic animals.
- Display a sense of compassion, empathy and understanding toward animal matters as they arise.
- Establish and maintain effective communication links with relevant stakeholders.
- Produce a high level of report writing and display excellent oral skills to address members of the public when required.
- Work effectively autonomously or within a team environment.

11. Qualifications and experience

- Certificate IV in Animal Control/Compliance or equivalent certificate or substantial animal pound/shelter experience.
- Experience relating to working in an animal keeping environment that includes the care, cleaning, feeding and hygiene of animals.
- Current valid Victorian Driver's Licence and Working Children check.

12. Key Selection Criteria

1. Possess Certificate IV in Animal Control/Compliance or Certificate IV in Vet Nursing and accreditation as a Microchip Implanter or equivalent certificate and substantial relevant experience
2. Demonstrated skills in handling domestic animals, using animal handling equipment including dog control devices and domestic animal husbandry.



3. Ability to set priorities, plan and organise own work to achieve specific and set objectives in the most efficient way.
4. Proven ability to listen, interpret, discuss and resolve issues in relation to domestic animals.
5. Sound decision making relating to re-uniting of impounded, adoption/rehousing of domestic animals and payment of fees.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager City Safety &
Amenity

October 2026

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

