

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Animal Attendant	7476c
CLASSIFICATION	ANZSCO CODE
Band 2	361199
DEPARTMENT	DIVISION
Regulatory Services	Animal Shelter
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement no. 9 2023	Animal Shelter

Position Objectives

- The position aims to provide day to day care for shelter animals and excellent customer service to members of the public
- The position requires the applicant to have a passion for animal welfare and a strong commitment to contributing to animal enrichment
- The incumbent will be required to assist in the education of the community in Responsible Pet Ownership and Animal Management services as needed
- The position will be required to maintain the Ballarat City Council facilities in a clean and sanitary condition in accordance with Council's procedures

Key Responsibility Areas

- Carry out basic animal management duties on a daily basis including, but not limited to:
 - feeding, watering and inspection of all animals
 - cleaning of animal housing areas, i.e. hose out, replace bedding, litter trays, feeding and watering utensils
 - administering medication and treatment as prescribed by veterinary practitioner
 - routine disinfection of animal housing areas and equipment
 - exercising of animals as required
 - provision of environmental enrichment for the animals.
- Monitoring impounded animal's health daily and reporting any animal which may appear sick or injured to the Shelter Supervisor in a timely manner.
- Assist with animal admissions and veterinarians as required.
- Use a digital camera to assist in the regular updating of Council's Facebook page for animals.
- Comply with and ensure compliance by all staff with a duty of care in respect to OH&S legislation, risk management requirements and Council policy.
- Provide excellent customer service to internal and external customers of the Shelter.
- Drive and deliver relevant animals to chosen veterinary clinic for scheduled or unscheduled procedures and medical attention.
- Work in a team environment to support the growth and development of the Shelter.

REPORTS TO:	DIRECT REPORTS:
Shelter Supervisor	nil
ORGANISATIONAL RELATIONSHIPS	
Internal: Animal Services team	External: Public

Accountability and Extent of Authority

- Perform broad tasks in relation to care for animals within the Shelter by ensuring the feeding and housing of animals is maintained and ensuring accountability for the quality, quantity and timeliness of work performed.

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- Ensure the effective provision of animal care including assisting with transportation of animals to other locations as required.
- Ability to work in a team environment or individually under routine supervision.

Provide assistance with general enquiries and customer service to members of the public, if required

Judgement and Decision Making

- Ability to work within clearly defined and established procedures with a positive and professional approach.
- Assist in the identification of issues based on clearly defined and established policies and procedures.
- Support and promote the policies and positions of the Ballarat City Pound with other staff, volunteers and customers.

Specialist Skills and Knowledge

- Knowledge below trades level or equivalent of animal husbandry, training and handling techniques.
- Previous work experience in a shelter environment, preferable.
- Ability to gain animal confidence when restraining them for transport, grooming and/or treatment.
- Knowledge of common diseases, their symptoms and means of transmission.

Management Skills

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Interpersonal Skills

- Good level of verbal and written communication skills.
- Ability to work as a team member including assisting other staff members.
- Ability to identify issues in a timely manner and communicate to supervisor.
- Ability to provide a good level of customer service.
- Demonstrated ability to display sensitivity especially when working in an emotionally driven workforce.

Qualifications and Experience

- Basic experience/on-the-job training in the care and maintenance of animals and animal handling.
- Basic interpersonal and communication skills.
- Able to demonstrate self-motivation and self-discipline in work undertaken.

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.
- 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

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- Demonstrated experience in working in a busy customer service driven environment.
- Ability to work with companion animals and stock with understanding and knowledge of animal behaviour
- Willingness and availability to work across all areas of the shelter as required.
- Ability to work in a highly emotionally driven workforce.
- Basic knowledge of Microsoft office, and organisational processes
- Well-developed customer service and communication skills.
- Positive team member and a keen attitude for sharing knowledge.
- Knowledge and understanding of health and safety issues relevant to animal husbandry

City of Ballarat Core Values

We are honest and transparent  • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest.	We are accountable  • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect.	We value everyone  • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation.	We work with and for our community  • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably.	We work together  • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.
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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.

ACKNOWLEDGEMENT

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

Name:

Signature:

Date: