



Position Description

Animal Management Officer

At the City of Port Phillip we aim to put our community first. Community first is a mindset that we bring to everything we do. It encourages us to look through the eyes of the community, work collaboratively across the organisation and with our community, to improve outcomes, value for money and service.

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE:	Animal Management Officer
AWARD CLASSIFICATION:	Band 5
DEPARTMENT:	Safety & Amenity
DIVISION:	Development, Transport and City Amenity
DATE APPROVED:	July 2021
APPROVED BY	Manager, Safety & Amenity

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	Coordinator Local Laws & Animal Management
SUPERVISES:	N/A
INTERNAL LIAISONS:	Council Employees and Managers, Executive Team and Councillors
EXTERNAL LIAISONS:	Government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors, partner organisations, businesses.

POSITION OBJECTIVES

- To effectively and efficiently investigate, administer and enforce the Domestic Animals Act 1994 and Council's policies and procedures to protect and enhance the community's safety.
- To increase community awareness of responsible pet ownership and to provide responsive and high-quality customer service when responding to requests and enforcing compliance.



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KEY RESPONSIBILITIES AND DUTIES

- Provide high quality, community focussed and responsive animal management services in accordance with Council's policies and procedures
- Administer and enforce the requirements of the Domestic Animals Act 1994, take appropriate action regarding breaches of that legislation and Council's Local Laws.
- Undertake regular patrols, in consultation with the Coordinator, both within and outside usual business hours to facilitate compliance with animal related legislation. This includes overtime and rostered on-call service.
- Impound animals in accordance with legislation and investigate dog attacks and other offences as required, ensuring proper documentation is completed in line with relevant organisational policies and procedures to achieve appropriate and timely outcomes.
- Interview, advise and educate members of the public by a range of media including face-to-face, telephone, written and attendance at public forums in regard to animal related issues.
- Support the maintenance of appropriate records and files and instigate follow up procedures to ascertain the registration of domestic animals across the municipality.
- Support the delivery of Council's Domestic Animal Management Plan.
- To respond to and resolve customer requests pertaining to Animal Management in a timely manner
- Conduct patrols in accordance with established schedules and, as required, in response to community requests
- Other duties as directed.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Working under supervision, exercise autonomous and innovative decision-making to achieve the service delivery outcomes required.
- Within delegations and authorisations, enforce the provisions of the Domestic Animals Act 1994 and other relevant legislation and Local Laws.
- Accountable for the care of impounded animals and facilitating the return of animals to their owners.
- Responsible for managing allocated tasks and projects in a timely manner and seeking advice and support where required.
- Conduct interviews investigate breaches and prepare briefs of evidence for prosecution.
- Give evidence at Magistrates' Court as required.

JUDGMENT AND DECISION MAKING

- Responsible for understanding and complying with the organisation's goals, objectives, policies and procedures and also modelling, leading and supporting staff to work within organisational requirements and compliance frameworks



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- With guidance from team members and/or the Coordinator, solve complex and/or technical problems with the use of original and creative thinking.

SPECIALIST SKILLS AND KNOWLEDGE

- Certificate IV in Government (Statutory Compliance) PSP41412 and Certificate IV Animal Control and Regulation ACM40110 (or the ability to achieve the same within a 12month period) or at least 5 years previous experience in animal handling and/or law enforcement background.
- Clear understanding of legislation, regulations and codes of practice associated with the role.
- The physical ability to undertake the tasks associated with the activities of the Animal Management Officer.
- Current Victorian Drivers Licence
- Current Victoria Police check.

MANAGEMENT SKILLS

- Ability to plan and organise daily activities to effectively enforce the Domestic Animals Act 1994, Local Laws and other relevant legislation.
- Ability to maintain appropriate systems for issue and monitoring of permits.
- Ability to work under limited supervision.
- Ability to tailor written and verbal communications according to audience.
- Ability to manage own time, set priorities and organise workflow within operational constraints.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work.
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions.
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes.
- Participate as appropriate in an early and safe return to work program after a workplace injury.
- Participate in the improvement of health and safety, including incident investigations and risk management processes.
- Maintain knowledge of OHS issues relevant to your work.

INTERPERSONAL SKILLS

- Excellent conflict resolution skills, including the ability to de-escalate situations.



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- Well-developed communication skills, both verbally and written.
- Ability and willingness to work as an effective member of a team.
- Ability to tactfully and empathetically deal with public complaints.
- A can do, positive attitude.
- Contribute to the development of a strong, productive and collaborative team and departmental culture.

QUALIFICATIONS AND EXPERIENCE

- Certificate IV in Government (Statutory Compliance) PSP41412 and Certificate IV Animal Control and Regulation ACM40110 (or the ability to achieve the same within a 12month period) or at least 5 years previous experience in animal handling and/or law enforcement background.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia, and
- Sufficient proof of their identity.
- A National Police Check Completed via City of Port Phillips provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation)

KEY SELECTION CRITERIA

- Certificate IV in Government (Statutory Compliance) PSP41412 and Certificate IV Animal Control and Regulation ACM40110 (or the ability to achieve the same within a 12month period) or at least 5 years previous experience in animal handling and/or law enforcement background.
- Excellent communication and negotiation skills and the ability to tactfully and sensitively deal with community complaints.
- Ability to conduct interviews, investigate breaches and prepare briefs of evidence for prosecution.



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- Demonstrated knowledge and application of requirements as set out in the *Domestic Animals Act 1994* and Local Law.
- Experience with animal handling and high-level animal handling skills.
- Proven ability to prepare reports and correspondence to a high standard of accuracy and detail, in a timely manner.
- Sound IT/Computer skills –Word/Excel/Outlook/Windows/Powerpoint, Technology One applications