

Position Description

Position Title	Animal Management Officer
Directorate	Community Development
Business Unit/s	Community Safety
Reports to	Coordinator Ranger and Patrol Services
Classification	Level 5 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 234,380 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City employs around 1,400 people and is committed to investing in its employees to build an inclusive, diverse, engaged and capable workforce. The City supports work-life balance through flexible work options, policies and benefits that create opportunities and contribute to an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

This position reports to the Service Lead Community Safety Operations.

Business Unit Objective

To provide services and work with others to make the City a safer place

Position Overview

The Animal Care Facility Officer is responsible for the day-to-day operation of the Animal Care Facility, ensuring the delivery of a consistent, high-quality service and compliance with relevant legislation, local laws, policies, procedures and recognised animal welfare standards.

The position undertakes administrative and operational functions associated with the management of companion animals within the City of Stirling, including animal care, customer service, registrations, record keeping, compliance support, financial administration and stakeholder engagement.

Position Objectives

Operational Management

- Ensure all impounded animals are housed, cared for, reunited with owners, rehomed or otherwise managed in accordance with relevant legislation, City Local Laws, policies, procedures, recognised animal welfare standards and industry best practice.
- Undertake and maintain high standards of cleanliness, hygiene and presentation throughout the Animal Care Facility, including kennels, cattery, animal housing areas and public access areas, ensuring a safe and functional environment for animals, staff, volunteers and visitors.
- Ensure all animals receive appropriate daily care, including nutrition, enrichment, exercise, socialisation and welfare monitoring in accordance with legislative requirements and recognised animal welfare standards.
- Maintain accurate animal management records, registrations, customer transactions and associated documentation, ensuring all information systems and records are current, complete and compliant.
- Ensure animals admitted to, or released from, the Animal Care Facility are adequately inspected on admission and again prior to any disposal for any identifying tag, name, number, or inscription or for the presence of a microchip implant that can identify an owner support reunification outcomes and legislative compliance.
- Provide daily care for impounded animals, including feeding, watering, health and welfare assessments, and the prompt isolation and referral of animals displaying signs of illness, injury or disease for veterinary assessment and treatment.
- Assist with the administration and enforcement of relevant legislation, including the Dog Act 1976, Cat Act 2011, Local Government Act 1995 and applicable City Local Laws, while actively promoting responsible pet ownership and positive community engagement.
- Coordinate the respectful management and disposal of deceased animals, including liaison with veterinary services, cremation services and other external providers as required.
- Microchip dogs and cats prior to release, rehoming or as otherwise required in accordance with legislative requirements and operational procedures.

- Coordinate and assist with the humane euthanasia of animals where:
 - voluntarily surrendered by an owner;
 - held beyond prescribed statutory periods;
 - assessed as unsuitable for rehoming due to behavioural, health or welfare considerations; and/or
 - unlikely to achieve suitable rehoming outcomes.
- Ensure reasonable efforts to identify and contact owners of impounded animals as soon as practicable, and ensure all required identification, welfare and compliance checks are completed prior to reunification, rehoming or other disposition of the animal.
- Implement processes and initiatives that minimise animal holding periods and maximise opportunities for reunification and rehoming outcomes.

Compliance and Animal Management Administration

- Assist with the administration and enforcement of relevant legislation, including the:
 - Dog Act 1976;
 - Cat Act 2011;
 - Local Government Act 1995; and
 - applicable City Local Laws.
- Promote responsible pet ownership and positive community engagement.
- Maintain accurate animal management records, registrations, customer transactions and associated documentation.
- Ensure all information systems, databases and records are current, complete and compliant.
- Maintain accurate records relating to cat traps, including the issue, return and register of traps on loan.
- Refer operational and compliance matters requiring a field response to appropriate Community Safety staff.
- Forward relevant enquiries and requests for service to field staff for action.

Customer Service and Stakeholder Engagement

Deliver a high standard of customer service in accordance with the City's Customer Service Charter and organisational standards.

Respond to internal and external enquiries relating to:

- Animal Care Facility operations;
- animal welfare matters;
- impounded animals; and
- animal registrations.

Liaise effectively with Community Safety staff, veterinary practices, animal welfare organisations, animal shelters, contractors, service providers and community stakeholders.

□ Maintain and update online animal listings and associated information to support reunification and rehoming initiatives and improve community awareness.

Financial and Asset Management

- Ensure all payments, fees and financial transactions are processed in accordance with City policies and procedures.
- Ensure all monies received are receipted and reconciled daily.
- Assist in maintaining Animal Care Facility equipment, assets and operational resources to ensure they remain safe, functional and fit for purpose.

Work Health and Safety

- Maintain a safe working environment in accordance with Work Health and Safety legislation, organisational policies and safe work practices.
- Identify, assess and mitigate workplace hazards and risks associated with Animal Care Facility operations.
- Ensure safe handling practices are applied when working with animals, equipment, chemicals and biological hazards.
- Promote a safe environment for staff, volunteers, contractors, visitors and animals.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level

Dog & Cat Management and Control qualification (or similar)	Essential
Microchip Implantation qualification.	Desirable
Regulatory Officer Compliance Skills (ROCS) qualification(s).	Desirable
Knowledge, Skills, Experience & Abilities	
Ability to consistently demonstrate the behaviours as outlined in the City of Stirling Competency Framework in accordance with Cluster descriptors relevant to the position.	Essential
Ability to deal with aggrieved people in difficult and emotional situations	Essential
Exceptional public relation and customer service skills.	Essential
Intermediate skills using MS Office Suite (Word, Excel, Outlook, PowerPoint).	Essential
Cash handling and receipting experience.	Essential
Animal handling experience.	Essential
Local Government experience.	Desirable
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	1 January 2024	Officer	Ranger Specialist
Last reviewed/Modified	Date	1 November 2024	Officer	Manager Community Safety