

POSITION DESCRIPTION

Position: Animal Welfare / Kennel Officer

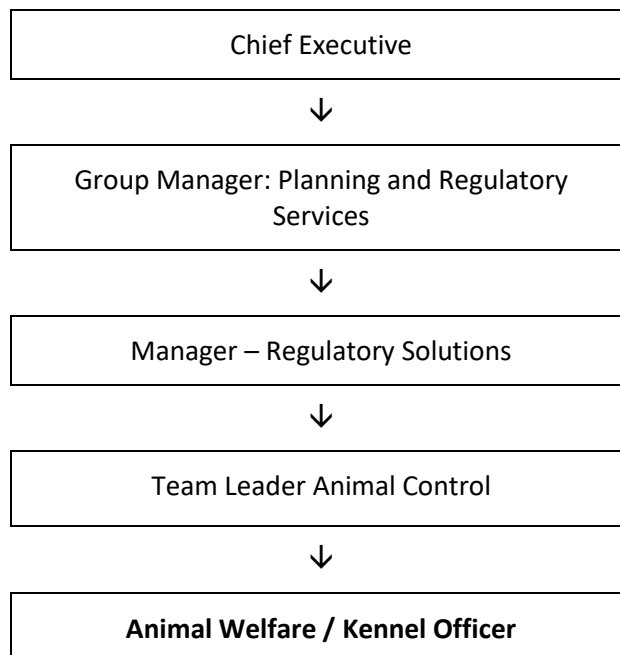
Team: Animal Control

Group: Planning & Regulatory Services

Responsible To: Team Leader Animal Control

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Planning & Regulatory Services Group. The Group includes Environmental Health, Parking, Environmental Policy, Environmental Consents and Building Consents.

The purpose of this position is to promote and maintain an environment where:

- People and dogs can interact without fear or intimidation
- A high level of ethical conduct is used to manage impounded animals
- Animal control and animal welfare best practise is used to educate and inform the public

This is achieved by:

- Proactive improvement
- Quality customer service
- Effective pound management
- Complaints investigation and resolution
- Education

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has a Staff Policy & Information Manual which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Proactive improvement

- Identifying improvements to the way we operate within the parameters of legislation
- Collaborative long-term working relationships with other agencies
- Listening to customers' needs and striving to meet their expectations
- Creating a friendly, inviting environment for the Animal Welfare Centre

Quality customer service

- Deliver a high quality customer service, solution focussed, promptly and in accordance with procedures
- Treat everybody with dignity, compassion and respect
- Promote and maintain healthy partnerships with key stakeholders
- Ensure educational presentations and awareness sessions take place at schools, professional groups and with the general public
- Ensure communications to and relationships with the public are maintained in a positive, courteous and professional manner.

Effective pound management

- Ensure prudent handling of animals
- Ensure the Animal Welfare Centre is kept clean and tidy, taking all necessary steps to minimise disease and infection by maintaining a high level of hygiene
- Ensure all dogs receive appropriate care and attention while in Councils possession
- Ensure all records and documents are accurate and up-to-date
- Ensure dogs are released in accordance with legislation and procedures (registered, micro-chipped, neutered where applicable)

Complaints investigation and resolution

- Deliver quality animal control compliance functions in accordance with legislation, Council policy, procedures and bylaws
- Ensure all records and documents are accurate and up-to-date

Education

- Arrange and conducting educational presentations and awareness sessions at schools, teaching institutes, professional groups, general public and internal agencies
- Helping customers identify behavioural issues and providing educational material and advice in a timely and professional manner

Important Functional Relationships

External

Contractors and suppliers
SPCA
Customers – Dog owners,
general public
Adoption Agencies
Ministry for Primary Industries
Veterinarians
Schools
Dog Clubs

Internal

Animal Control Staff
Team Leader: Animal Control
Manager: Regulatory Solutions
Planning & Regulatory Group
Manager
Other Council Staff

Committees/Groups

Animal Welfare Groups

Person Specification

Qualifications

Enrolled in and/or currently undertaking or willing to undertake learning in:

- Relevant NZQA qualification or equivalent level of learning through experience
- A full current Drivers Licence

Knowledge/Experience

Has previous experience and or knowledge of:

- Animal handling skills and knowledge of associated hazards
- Animal behaviour and husbandry
- Disputes resolution
- Regulatory compliance
- Quality customer service
- Computer literacy
- Excellent communication skills both written and oral

Key Personal Competencies

- A strong customer service ethic
- Demonstrates effective conflict resolution skills
- Possesses excellent interpersonal skills
- Able to handle tense and difficult situations and facilitate positive outcomes
- Work under minimal supervision

Personal Attributes

- A team player
- Innovative and adaptable
- Lateral thinker
- Physically fit and strong