

POSITION DETAILS

TITLE	Animal Control Officer
REPORTS TO	Team Leader Animal Control
LOCATION	Whakatane District Council Civic Centre
DATE	July 2023
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION

The Animal Control Officer is responsible for ensuring public safety and education through effective management and enforcement of animal control in accordance with legislative requirements. This position is a key customer-facing role of the Council and is responsible for the efficient and effective delivery of Council's Animal Control functions.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	Ensure the best interest of the organisation are represented at all times and Council values are reflected in behaviours and professional delivery of role.
COMPLIANCE, MONITORING & ENFORCEMENT	<p>Investigate, monitor and enforce relevant statutory requirements relating to Councils Dog Control Bylaws, the Dog Control Act. And all other relevant Acts, including but not limited to the Local Government, Summary Proceedings, Search & Surveillance, and Animal Welfare Acts, ensuring these are completed efficiently and effectively, meet legislative requirements and Council policy & guidelines.</p> <p>Plan and undertake regular patrols based on needs throughout the Whakatāne district providing advice, education and assistance to the community, ensuring courteous and professional behaviour is displayed when visits are made to private properties, and roaming dogs/stock are confined/impounded with owners communicated with within appropriate timeframes.</p> <p>Undertake regular beach patrols, as directed, at the height of the summer season. Update plans when needed for specific areas.</p> <p>Ensure administrative duties relating to dog control, including maintaining files and computer records, issuing registration forms, and correctly calculating fees, are completed accurately and within Council and statutory timeframes.</p> <p>Respond to Requests for Service (RTS) within appropriate timeframes as per the current Council service levels, ensuring all requests relating to public safety are prioritised.</p>

	<p>Ensure a prompt response to public complaints/concerns and fully investigate complaints/concerns, applying relevant legislation and/or finding a suitable resolution.</p> <p>Take appropriate action to resolve complaints/concerns and report outcomes, when necessary, to supervisor.</p> <p>Present evidence on behalf of Council in enforcement proceedings in Court, where required.</p> <p>Support the initiation of legal proceedings for non-compliance, such as taking actions to assist in the beginning of legal proceedings against individuals or organisations that have not complied with Council bylaws, policies, regulations or other legal requirements. This can involve providing evidence, reports, or other documentation to support legal cases, as well as collaborating with other enforcement agencies to ensure that the case is properly pursued and resolved.</p> <p>Maintain the knowledge and skills of an Animal Control Officer by attending training as required by the Manager Community Regulation. Display and/or demonstrate proficiency in the use of all tools, equipment and skills required of an Animal Control Officer.</p>
POUND DUTIES	<p>Regularly clean the pound grounds and facilities to ensure a clean and sanitary environment.</p> <p>Represent Council at the pound and provide customer service to the public.</p> <p>Maintain accurate records and registers within the pound.</p> <p>Ensure impounded dogs receive proper care, attention and exercise.</p> <p>Undertake humane disposal of dogs in accordance with Council policy, Dog Control Act, and the Animal Welfare Act.</p> <p>Complete temperament evaluations of dogs to determine their suitability for adoption.</p> <p>Safely and correctly implant microchips and test for correct operation.</p> <p>Animal husbandry – identify dogs that have health issues to ensure appropriate medical attention or care is provided. Ensure dogs with disease are separated as much as possible.</p>

STOCK MANAGEMENT	<p>Monitor and enforce relevant statutory requirements for stock control to ensure public safety.</p> <p>Investigate stock complaints, secure, and impound roaming stock and arrange for transport.</p> <p>Educate the public and stock owners on legal requirements for stock control to ensure public safety.</p> <p>Ensure Nait Tag identification and Stock Movement requirements are fulfilled, and appropriate agencies are notified.</p> <p>Complete administrative duties relating to stock control including maintaining files, computer records, and calculating fees.</p> <p>Secure wild/untamed/frightened stock in a manner that keeps everyone safe from harm, always prioritising public safety.</p> <p>Coordinate stock transport as required.</p>
RELATIONSHIP MANAGEMENT	<p>Effectively manage and maintain internal and external relationships in alignment with WDC's values</p> <p>Ensure key stakeholders and customers receive high quality responses that consistently reflect Council's objectives to promote the Whakatāne District.</p> <p>Observe cultural protocols and safety practices to support initiatives, consultation and relationships with Whānau, Hapū and Iwi.</p> <p>Deal with customer enquiries and complaints efficiently, courteously, and with a focus on high customer satisfaction.</p> <p>Process service requests to completion.</p> <p>Ensure safety procedures are in place to monitor the safety of people and property.</p> <p>Identify and implement ways of supporting other work groups.</p>

HEALTH, SAFETY AND WELLBEING	<p>Ensure Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Accurately report all work-related hazards, incidents and accidents and implement any follow up corrective actions.</p> <p>Provide support, as required, to Health and Safety staff and General Manager to complete due diligence audits and other internal audits, assessments and investigations.</p> <p>Regularly attend Health and Safety training, ensuring certification is current, as required.</p> <p>Ensure active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>
ADDITIONAL DUTIES	<p>Assist with emergency management events as instructed and attend relevant training in Civil Defence as required.</p> <p>Complete other duties that may be required, in agreement with the line Manager.</p> <p>Ensure accuracy of information/records in systems adopted by the department/organisation.</p> <p>Produce accurate reports as required for managers and/or Executive team</p>

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Public ▪ Contractors/Consultants ▪ Other service providers 	<ul style="list-style-type: none"> ▪ Council Elected members ▪ All staff

PERSON SPECIFICATION

QUALIFICATIONS	<p>National Certificate in Animal Control levels 2 and 4 or equivalent desirable.</p> <p>Current Firearms Licence</p>
EXPERIENCE	<p>Minimum of 2 years' experience in animal control positions, with sound experience and confidence in handling animals, application of regulations, sound understanding of working with diverse community groups, and experience with conflict resolution principles.</p> <p>Demonstrated understanding of Local Government responsibilities with community enforcement, with previous Local Government experience desirable.</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>Ability to drive and influence decisions confidently with highly developed interpersonal and communication skills, including in situations where de-escalation is required. Knowing when to disengage to maintain personal safety and safety of those present.</p> <p>Solution focused, understands the need for key relationships, acts with honesty, transparency, and empathy for people and communities.</p> <p>Innovative mindset, is an improvement focused team player that shows initiative and inspires commitment to achieve Council and Government outcomes.</p> <p>Excellent decision making and problem-solving ability, can confidently analyse and apply key information with good judgement and takes accountability.</p> <p>Ability to take appropriate action with ill or injured animals and treat as required and be willing to develop the skills required to work with aggressive, unwell or injured animals. Can work with animals that have aggressive behaviours to enable safe handling which could lead to destruction as required.</p>
OVERALL	<p>Has no previous or current medical conditions which would affect the ability to perform the duties described in the job description.</p> <p>Willing to work overtime and weekends by mutual agreement with Team Leader or Manager.</p> <p>Full clean current drivers licence.</p>

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date



OUR VISION AND VALUES

*Tō tātau matakiteinga
me ngā wāriutanga*

OUR VISION *Ngā matakiteinga*

 **Better Together**
Toitū te Kotahitanga

WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where
will the bellbird sing? If you ask me what is the
most important thing in the world
I will tell you, it is people, it is people, it is people.*

**We put people at the
heart of everything we do**
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as one team
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

**We are always learning
and improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

**We care about
our environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

**We are passionate
and proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together