

Animal Control / Community Safety Ranger

Our refs: SF22/239

To respond to animal control and community safety compliance issues across the Maranoa region, with the aim to increase awareness, education and voluntary compliance. Areas of focus include animal control, unsightly and overgrown allotments and abandoned vehicles.

This role includes providing a rapid response to community safety situations such as dog attacks and wandering animals and assist with the operation and maintenance of Councils Animal Pound facility.

About:

- Roma, QLD
- Fixed-term Maternity Relief: Nov 2022 – Dec 2023
- 36.25 hours per week
- \$61K per annum, plus superannuation and allowances
- Monthly RDO's
- *QLD Local Government Industry (Stream A) Award – State 2017 / Maranoa Regional Council Certified Agreement 2019 / Level 3*
- Salary Sacrifice Facilities
- 5 weeks annual leave (pro rata)

A strong candidate for this role will have:

- Current C (Car) Class Driver Licence
- Current Working with Children (Blue Card) *(or ability to obtain upon commencement)*
- Local Government Worker and Authorised Person training *(In-house training provided upon commencement)*

Desirable requirements:

- Certificate IV in Animal Control & Regulation,
- Certificate IV in Government (Statutory Compliance)
- Certificate IV in Government Investigations
- Tetanus, Hepatitis B, QFever and relevant COVID 19 Vaccinations

To apply:

Upload your application (including Covering letter & Resume) to Council website www.maranoa.qld.gov.au/careers by closing date.

Should you prefer submitted a hard copy application, please visit one of Council's Customer Service Centres or contact Council's Recruitment Team for more information.

Closing date: 5:00pm Monday, 10 October 2022

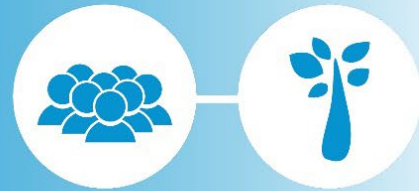
For more information:

Website: www.maranoa.qld.gov.au

Telephone: 1300 007 662

POSITION DESCRIPTION

Animal Control / Community Safety Ranger



About the position

Profile

Position title	Animal Control / Community Safety Ranger
Position number	1018
Department	Community Safety and Compliance
Current location	Roma Services Centre
Classification	Queensland Local Government Industry (Stream A) Award – State 2017 / Level 3
Reports to	Manager – Community Safety and Compliance
Date last reviewed	23 September 2022

Purpose

To respond to animal control and community safety compliance issues across the Maranoa region, with the aim to increase awareness, education and voluntary compliance. Areas of focus include animal control, unsightly and overgrown allotments and abandoned vehicles.

This role includes providing a rapid response to community safety situations such as dog attacks and wandering animals and assist with the operation and maintenance of Councils Animal Pound facility.

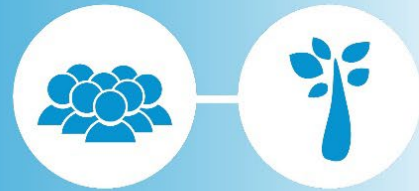
Key responsibilities

Customer Service & Community Safety Programs

- Promote responsible animal ownership and voluntary compliance through proactive, quality customer service and accurate application of relevant legislation, policies and procedures.
- Maintain accurate, timely notes and records in official notebooks and the customer request and record management systems to assist with responding to and resolving customer concerns, and for evidentiary purposes.
- Ensure emails and correspondence are recorded in Council's document management system and are attached to relevant customer request records.
- Participate and assist with the delivery of proactive education programs that improve community safety outcomes. This includes:
 - Inspection programs
 - Desexing incentive programs
 - Pet Education Programs (focus on responsible pet ownership, safety around animals and general welfare and wellbeing).
 - Adoption and rehoming program
 - Annual Registration Renewal

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Animal Management

- Provide initial field response to animal control requests within the Maranoa community.
- Respond to emergency community safety situations i.e., dog attacks, aggressive dogs, wandering animals, stock on urban roads during and after hours, as required.
- Conduct and monitor approved inspection programs and patrols of designated areas with the aim to reduce the amount of wandering animals.
- Conduct the impounding of wandering domestic animals and livestock as guided by Councils standard operating procedures.
- Operate and maintain the pound facility and community safety vehicles.
- Assist in temperament testing and rehoming of suitable animals.

Investigations and Compliance Activities

- Conduct inspections and undertake routine investigations in response to customer requests and operational requirements, producing effective outcomes in terms of community education and awareness, to achieve voluntary compliance of relevant legislation. Areas of focus include animal control, unsightly and overgrown allotments, and abandoned vehicles.
- Administer compliance with the provisions of Council's Local Laws, including the issue of related compliance, infringement, and information notices, permits and other relevant documentation in accordance with legislation and delegations.
- Maintain up-to-date knowledge of relevant legislation, policies and procedures to enable promotion of voluntary compliance.
- Input and maintain accurate records in Councils corporate systems.
- Ensure appropriate use, operation, and storage of body camera footage.

Other

- Undertake duties within the skill level, competence, and training, consistent with the applicable level within the Award, in any area of Council as required.
- Assume the accountabilities and responsibilities as per the relevant role dimensions and delegations for the position.
- Demonstrate a strong commitment to Maranoa Regional Council's values and team goals:

Our values

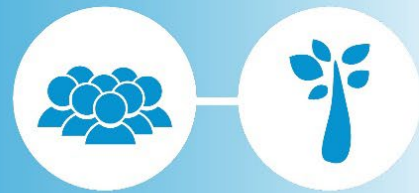
- ✓ Striving for excellence
- ✓ Being respectful
- ✓ Showing empathy
- ✓ Ensuring honesty
- ✓ Providing transparency
- ✓ Encouraging innovation and efficiency
- ✓ Demonstrating accountability
- ✓ Ensuring the safety of our teams and community
- ✓ Thinking about today and tomorrow

Our teams' goal

- ✓ **Quality** in our services and projects
- ✓ **Safety** of our teams and community
- ✓ Management of our natural and built **Environment**
- ✓ **Affordability** of our current and future communities

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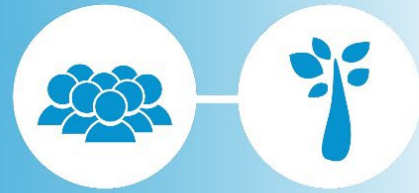


Other position specific conditions

- This position is required to be rostered for after-hours on-call duties and/or may be required to work flexible hours as required by operational needs.
- Body cameras are utilised in this position to provide an accurate record of events.

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About the person

Qualifications and licences

Mandatory qualifications and licences

To be successful you will need to demonstrate that you have the below mandatory requirements for the role:

- Current C (Car) Class Driver Licence
- Current Working with Children (Blue Card) *(or ability to obtain upon commencement)*
- Local Government Worker and Authorised Person training *(In-house training provided upon commencement)*

Desirable requirements

Although not mandatory, the below requirements are considered beneficial to the role:

- Certificate IV in Animal Control & Regulation,
- Certificate IV in Government (Statutory Compliance)
- Certificate IV in Government Investigations
- Tetanus, Hepatitis B, QFever and relevant COVID 19 Vaccinations

Required skills and experience

- Excellent oral communication and interpersonal skills with a proven ability to communicate effectively with people at all levels and from all backgrounds, while acting with tact and sensitivity.
- Ability to conduct inspections and investigations to produce effective outcomes within the boundaries of the applicable legislation, policies and procedures.
- Demonstrated experience working with animals, preferably in a kennel, pound or veterinary environment.
- Demonstrated organisational skills and the ability to maintain a high level of attention to detail when working on routine cases.
- Ability to remain calm and level-headed, determining when and what assistance or guidance may be required in challenging or unusual situations.
- Commitment to a team-based approach, with demonstrated ability to work productively and cooperatively in a team environment to ensure the delivery of a high standard of customer service.
- Competent computer skills with the ability to quickly learn Council's corporate computer systems including Authority, Record Manager and the Microsoft Suite (Outlook, Word, Excel, PowerPoint).
- Ability to demonstrate a strong commitment to Maranoa Regional Council's values and team goals.
- Previous experience working in local government or similar environment will be highly regarded but is not essential.