



POSITION DESCRIPTION

Position: Pound Keeper	Group: Regulatory and Customer Services
Job-holder:	Location: Taumarunui
Responsible to: Licensing and Compliance Manager	Date: March 2024
Responsible for: This role is responsible for implementing the provisions of the Dog Control Act 1996 (including amendments), the Impounding Act 1955, Animal Welfare Act 1999, Ruapehu District Council Dog Control Policy and Bylaws and other animal related bylaws in relation to the day to day operations of RDC Stock and Dog Pounds and animal control services.	

OUR DISTRICT:

We are proud of our reputation in the community and are working hard to bring to life the 10-year Long Term Plan (LTP). Council is on a journey to drive and support the development of safe, prosperous, rural communities that thrive and capitalise on our agriculture, business and tourism sectors, while sustaining our beautiful environment. We are doing this through promoting an environment which is sustainable, enhances the quality of life, and meets the needs of our present and future citizens and visitors to the Ruapehu District. We serve a population of 13,000 spread across 6,730 square kilometres, with an annual turnover of \$40 million and assets of \$400 million including one million visitors to our unique and beautiful environment.

The Ruapehu District offers an enviable lifestyle on offer with the Tongariro World Heritage Park and the Whanganui National Park, as well as having superior snow sports, Cycle trail, trekking, kayaking, hunting and fishing at our doorstep to support a healthy work life balance.

OUR LEADERSHIP PHILOSOPHY:

Our leadership ethos is founded in valuing People, Teamwork and Continuous Improvement through our day to day activities, behaviours and our interactions with staff, iwi, and key stakeholders in our community. We are respectful in our approach and lead by example. See Attachment 1, “Three Pillars of our work at RDC”.

POSITION OVERVIEW:

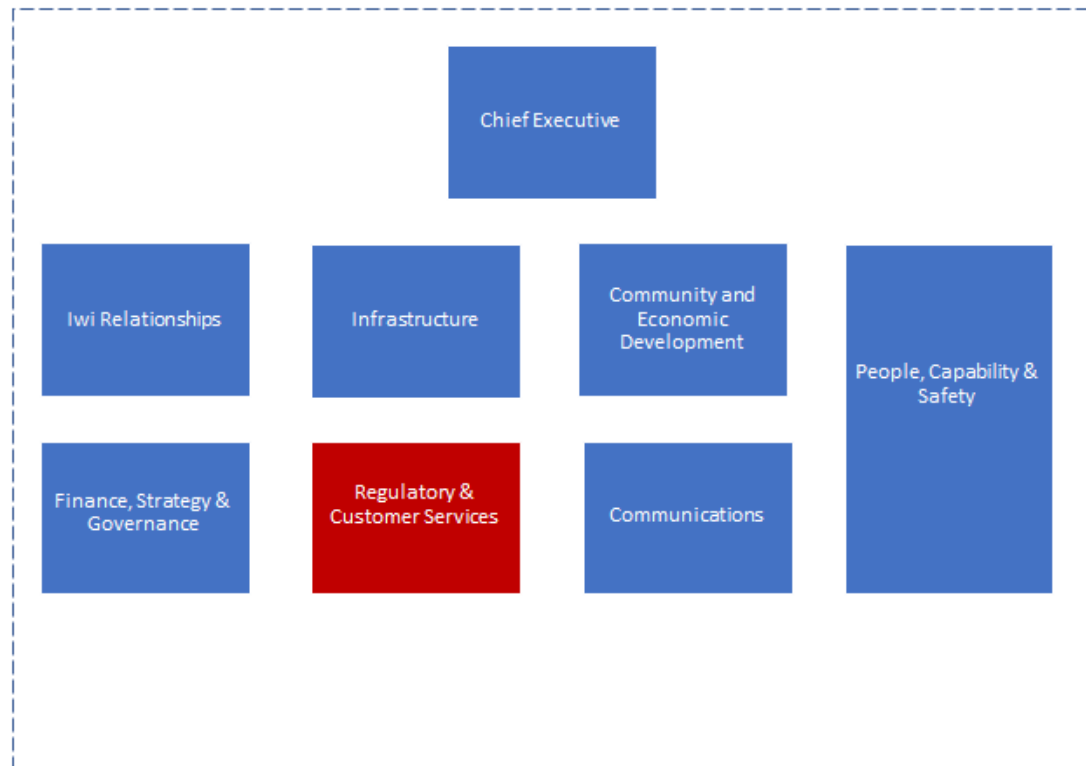
To carry out the statutory functions and obligations of Ruapehu District Council (RDC) with respect to the day to day operations and maintenance of RDC Pound located in Taumarunui. To assist and support the Licensing and Compliance team to ensure statutory functions are met in relation to the provision of temporary housing of companion animals. To provide an effective and efficient service with high customer service standards.

Financial & Non-Financial Delegations:

Number of direct/indirect reports: nil

Expenditure Authority Levels: Individual expenditure items within approved budgets and delegations

Organisational Context:



LEVEL OF AUTONOMY AND DEGREE OF DELEGATION:

The position works within legislative requirements and works alone with animals in the pound for the majority. The role is cooperative in nature and is accountable for providing support and information to the compliance and customer services team members.

STAKEHOLDER ENGAGEMENT:

Internal: Regulatory and Customer Services Team, property team.

External: Contractors, SPCA, Vets, rehoming organisations, Police, suppliers and members of the public.

THE ROLE:

The role provides the care necessary for animals impounded and maintains the facility with a high standard of twice daily cleaning.

KEY ACCOUNTABILITIES – this table forms the basis for annual KPIs

- Dog pound Operations
- Stock pound Operations
- Animal and Dog Control
- General Duties
- Health, safety and compliance
- Technology and support

Key Performance Areas	Key Accountabilities	Key Performance Indicators
RDC Values	Conduct all business activities in line with the Council’s shared values.	Demonstrate Council’s shared values in all business activities and business engagements with both internal and external partners.
Dog Pound Operations	<ul style="list-style-type: none">• Meet RDC’s statutory obligations in respect of animal housing services• Dogs are cared for and handled in a safe and humane manner• Impounded dogs are recorded in the impoundment register• Dog owners and the general public receive a high level of professional service when visiting the Pound• Support the development of, and deploy, effective policies and procedures to deal with:<ul style="list-style-type: none">• Staff safety• Sustenance and Water• Body Condition• Containment and Tethering• Kennelling, Shelter and Ventilation	<ul style="list-style-type: none">• The Pound is maintained in a professional way including regular cleaning• All dogs cared for in a humane way according to RDC policy, practices and agreed standards• Impoundment Registers are maintained up to date and accurately with all required information being available on RDC systems as required• Unregistered dogs are registered and micro-chipped before leaving the Pound• Registered dogs, impounded on more than one occasion are micro-chipped before leaving the Pound• Safety procedures are adhered to

- Sanitation
- Whelping
- Ill Health and Injury
- Prevention of Infectious Disease
- Exercise
- Transportation
- Re-homing
- Micro-chipping
- Euthanasia
- Accurate record keeping

- Dogs receive adequate quantities of nutritious food and clean water to maintain good health whilst in the Pound
- Veterinary attention is obtained where a dog's body condition is of concern – i.e. thin or grossly obese
- Dogs are contained or tethered in a manner that does not cause injury or distress
- Dogs are housed in sheltered, dry and clean sleeping quarters
- Measures are in place to enable dogs to keep warm in cold weather
- Ventilation and shade is provided in situations where dogs are likely to experience heat distress.
- Kennels and exercise areas are maintained in a clean and hygienic manner
- When required, suitable whelping areas are provided and regular inspections undertaken to monitor animal health. Expert assistance sought as required
- Veterinary assistance sought if a dog is showing signs of significant pain, suffering or distress
- Where a dog is suffering from pain or distress that is extreme or untreatable, arrangements are made promptly for the dog to be euthanised
- Dogs known to be infected with an infectious disease are supervised, monitored and securely isolated to minimise further infection. Expert assistance sought as required
- Sanitisation procedures are adhered to at all times
- Dogs receive daily exercise sufficient to maintain their health and well-being while in the Pound. All dogs will receive a minimum of 30 minutes exercise per day
- Dogs will be provided with adequate ventilation during transportation. Dogs will not be left un-attended in a vehicle in conditions where the dog is likely to suffer from heat stress
- Dogs assessed to ensure suitability for re-homing in conjunction with the SPCA
- Prior to euthanising, correct identification of animal confirmed and euthanasia carried out in a humane manner, in accordance with industry and SPCA good practice

		<ul style="list-style-type: none"> • Accurate reports are provided on registration and dog status (menacing or dangerous) of impounded dogs
Stock Pound Operations	<ul style="list-style-type: none"> • Meet RDC's statutory obligations in respect of stock impounding services • Animals are cared for and handled in a safe and humane manner • Impounded animals are recorded in the impoundment register • Animal owners and the general public receive a high level of professional service when visiting the Pound • Support the development of, and deploy, effective policies and procedures to effectively operate the Stock Pound 	<ul style="list-style-type: none"> • The Pound is well maintained and kept in a nuisance free state • All animals cared for in a humane way according to RDC policy, practices and agreed standards • Impoundment Registers are maintained up to date and accurately with all required information being available on RDC systems as required • Safety procedures are adhered to • Animals receive adequate food and clean water to maintain good health whilst in the Pound • Veterinary attention is obtained where an animal's condition or general health is of concern • Animals are transported, contained or tethered in a manner that does not cause injury or distress • Where an animal is suffering from pain or distress that is extreme or untreatable, arrangements are made promptly for the animal to be put down in a humane manner in accordance with industry and SPCA good practice • Animals known to be infected with an infectious disease are supervised, monitored and securely isolated to minimise further infection. Expert assistance sought as required • Impounded animals which are not claimed shall be offered for sale in accordance with the provisions of the Impounding Act 1955
General Duties	<ul style="list-style-type: none"> • Maintain manual and computer records 	<ul style="list-style-type: none"> • Data is accurately entered and records are maintained on a daily basis
Other Duties	<ul style="list-style-type: none"> • Provision of other related services as assigned by the Licensing and Compliance Manager including animal and dog control duties during periods of staff absence or in emergency 	<ul style="list-style-type: none"> • All duties completed in a professional, timely and safe manner
Health, safety and compliance	The Chief Executive, as the Officer, has overall responsibility for the effective management of workplace health and safety within Ruapehu District Council (the PCBU).	<p>Demonstrate reasonable care for personal health and safety and for the care of others.</p> <p>Ensure policies and procedures relating to health and safety in the workplace are always adhered to and co-operate with any reasonable</p>

	<p>However, safety is everyone’s responsibility, and all workers should strive to meet and exceed the requirements of the Health and Safety at Work Act 2015.</p> <p>Take reasonable care of your own health and safety, with reasonable care that your actions or omissions do not affect the health and safety of other people.</p>	<p>policy or procedure of the PCBU relating to health or safety at the workplace.</p> <p>Report all hazards and risks in a timely manner, following the relevant hazard reporting procedure.</p>
Technology and systems	<p>Adhere to the use of all council technologies and digital platforms inclusive of DWS and Microsoft office programs.</p>	<p>Demonstrate a good working knowledge and consistent use of our technology systems, ensuring related council documents are accessible and up to date.</p>

ANY OTHER INFORMATION RELATED TO POSITION:

The council is responsible for Civil Defence emergencies. It is understood that all employees will be trained and may be called on to keep open essential services and may participate in emergency management training and respond to adverse events and assist in other duties as required.

PERSON SPECIFICATION

Professional & Technical Competencies

- Knowledge of the Dog Control Act 1996, Stock Impounding Act 1955 and Animal Welfare Act 1999
- Understands relevant laws and regulations and how they affect the tasks and responsibilities in one’s job (i.e. Health and Safety)

Formal qualifications

Essential:

- Current Full New Zealand Driver’s Licence

Preferred:

- First Aid Certificate

Depth and breadth of experience needed

- Proven experience in the control and handling of dogs
- Stock handling skills
- Good level of physical fitness and agility
- Proven experience and use of Microsoft Office software.
- Excellent communication (verbal and written) and interpersonal skills with an ability to relate to a diverse range of people
- Ability to deal with difficult customers and diffuse emotional conflicts
- Ability to work outdoors in all weather conditions
- Demonstrate the ability and willingness to learn and take on new ideas

- Can listen to and understand others points of view, issues, concerns and respond appropriately
- Sound computer skills
- Demonstrate good initiative and judgment
- Effectively use time and resources – able to prioritise to ensure deadline are met
- Demonstrate honesty, integrity, fairness and respect in the day-to-day delivery of the role
- Maintain a good standard of personal presentation at all times
- Contribute positively and proactively to the team and RDC organisation
- Effectively manage work related problems, pressure and stressors
- Provide excellent customer service to RDC customers at all times
- Willing to ask for help when needed
- Have a “can do, will do” attitude
- Proven creativity, with demonstrated problem solving abilities.

POSITION-HOLDER:

NAME:

MANAGER

NAME

SIGNATURE:

DATE:

SIGNATURE:

DATE:

Attachment 1

The Three Pillars of our work at RDC

People

- Our job is to serve the people of the Ruapehu. Every customer and community member is to feel that they are listened to, treated respectfully, and we 'go the extra mile' to find solutions for them;
- We must be good and sincere communicators, and 'do what we say we will do when we say we'll do it';
- We must ensure that our customers, including other staff are, satisfied with our service;
- We must each individually commit to building a great workplace, where every staff member "starts each day with a sense of purpose and ends each day with a sense of accomplishment".

Teamwork

- We must trust each other's abilities and roles in the organisation;
- We must respect each other's different perspectives, cultures, life and work experiences – because these are strengths;
- We must accept our limitations and need of others – to work together for better results for our customers and community.

Continuous Improvement

- We must accept responsibility and accountability for our own work;
- We must challenge and try to improve everything we do to deliver quality results;
- We must not be afraid to lead change to deliver better services to our community;
- We must commit to consistently achieving more cost-effective and smarter ways to work;
- We must provide effective and efficient services and assets to our communities at all times.