

ANIMAL SHELTER ATTENDANT

POSITION NO: 2287
OCCUPANT: Vacant
DATE: September 2026

POSITION CONTEXT & OBJECTIVE(S):

As an Animal Attendant, you will be responsible for providing day-to-day care for the animals in the shelter and contributing to the achievement of the best possible welfare outcome for every animal in our care.

The position is within the Sustainability & Compliance team of the City Infrastructure Directorate.

KEY RESPONSIBILITIES AND DUTIES:

The role will include the following responsibilities and duties:

- Contribute to the daily care and management of animals in a professional and caring manner, including transporting animals as required.
- Observing, documenting and reporting health and behaviour concerns of animals in care, and supporting Veterinarians when required.
- Provide a high level of service to customers in the adoption, surrender and reclaiming of animals.
- Ensure all necessary documentation relating to the management of animals are recorded accurately and in accordance with procedures and timeframes.
- Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with colleagues, including providing support and direction to volunteers.
- When required, deputise/act in the supervisor role.
- Be prepared to undertake training/professional development.

KEY SELECTION CRITERIA:

Applicants are required to address the below in their application:

1. Demonstrated experience and knowledge of working with animals, including animal behaviour, handling, training and animal husbandry.
2. Ability to take instruction and work under guidance individually and as part of a team.
3. Ability to manage time and organise work schedules.
4. Knowledge and understanding of good animal welfare practices and requirements under shelter related legislation and codes of practice.

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

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GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records)

☒ YES

Working with Children Check

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to: Animal Shelter Supervisor
Supervises: Nil
Internal Contacts: Local Laws & Emergency Management team, Volunteer Animal Attendant Assistants
External Contacts: Veterinary, customers and community members

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Work as an effective team member to promote efficient and safe care of animals.
- Provide regular feedback and updates to the Animal Shelter Supervisor.
- Options are clearly defined; guidance is always available.
- Understand and observe the Risk Management Policy & related procedures.
- Comply with Records Management Policies, procedures and requirements.

JUDGEMENT AND DECISION MAKING:

This position exercises independent judgement in regard to:

- Provide care and management of animals within the shelter.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Knowledge & skills in the area of Animal Studies, Animal Behaviour or equivalent.
- Experience in an animal care role is highly desirable, including basic knowledge of animal anatomy, behaviour, disease recognition and safe handling.
- Experience with animal handling, training, care and husbandry.

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MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Ensure procedures are consistent with processes and strategies for the shelter operations and organisational policy and procedure are adhered to.
- Operating standards are consistent with operational needs to provide high quality results.
- Ability to manage time and organise own work.
- Basic computer skills.
- Ability to work in a fast-paced and challenging work environment.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to undertake written and verbal communication.
- Ability to work under instruction and take guidance.
- Ability to work collaboratively in a team situation.
- Sensitivity to confidential issues.
- Adaptability and flexibility.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Certificate II in Animal Studies (or equivalent) will be highly regarded;
- Experience in animal handling and management
- Current and valid Victorian Driver's License is ideal, however not essential
- Tetanus vaccination

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

ANIMAL SHELTER ATTENDANT

Name:	
Signature:	
Date:	

OUR ORGANISATIONAL VALUES

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ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING