

## **Animal Control and Compliance Officer**

**Reporting to:** Environmental Health / Regulatory Officer

**Location:** Hokitika

**Date Reviewed:** July 2018

### **Position Purpose**

**The purpose of this position is to undertake animal control (including dog control and stock control), co-ordinate after-hours animal contracts, and assist the Planning, Community and Environment Group with compliance monitoring and enforcement across a range of regulatory activities as required.**

### **Functional Relationships**

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Executive Team</li> <li>• Mayor and Councillors</li> <li>• Westland District Council staff, particularly the Environmental Health / Regulatory Officer, Business Support Officers, the Building Control team, and the Planning team</li> </ul>	<ul style="list-style-type: none"> <li>• Ratepayers, Residents and the General Public</li> <li>• Royal New Zealand Society for the Prevention of Cruelty to Animals (RNZSPCA)</li> <li>• NZ Institute of Animal Management</li> <li>• Contractors</li> <li>• Government Departments</li> <li>• Other Local Authorities</li> </ul>

### **Limitations of Authority:**

As defined in the Delegations Manual.

**Financial:** N/A

**Staff:** N/A

**Operational:**

### **Key Tasks and Responsibilities**

#### **1. Dog control: lead officer during business hours Monday – Friday, and contract supervisor for after-hours services. Specific tasks include:**

- Dealing promptly and accurately with customer requests for services including managing aggressive and/or barking dogs, dog attacks and wandering dogs
- Conducting patrols throughout the District to identify wandering and/or unregistered dogs
- Impounding any dogs in the area that are without proper control as necessary (e.g. wandering or running at large among stock)
- Operating the Council dog pound (facility currently provided by RNZSPCA)
- Issuing infringement notices where appropriate, recommending classification of dogs as menacing or dangerous, following robust investigative procedures, and taking

other legal action as may be necessary to enforce statutory requirements, including preparing documents for court proceedings and court attendance when necessary

- Conducting inspections of properties where applications for ‘responsible owner,’ “working dog’ and similar classifications have been received, and issuing such classifications where appropriate
- Following up on all menacing and dangerous dogs to ensure that any requirements are complied with as per legislation
- Creating and maintaining a dog control information database
- Ensuring all dogs are registered
- Educating dog owners around their responsibilities under the Dog Control Act and Dog Control Bylaw 2018 (e.g. on-leash requirements)
- Supervising after-hours contract(s) and/or any relevant on-call Council staff to ensure that priority services are available 24/7 (e.g. dog attacks or dogs rushing at persons or animals, pick up of a dog that is confirmed or restrained, or barking dog complaints where a Bark Abatement Notice has been issued)

### **Expected Results:**

- a) Westland residents and visitors are protected from nuisance, harm or damage caused by dogs
- b) Customer service requests are dealt with in a timely manner, through investigation, resolution of the issue and communication of the outcome to the customer
- c) Appropriate enforcement action is taken and followed up as required
- d) Impounded dogs are kept in conditions that are safe and hygienic
- e) All or nearly all dogs in the District are registered, and information held is accurate and up-to-date
- f) Dog owners are aware of their obligations under the Dog Control Act 1996 and Council’s Dog Control Bylaw 2018, and dog owners and Council comply with these requirements
- g) After-hours services are provided to the level required by Council

## **2. Stock control: lead officer during business hours Monday – Friday, and contract supervisor for after-hours services. Specific tasks include:**

- Safely removing all stock wandering on the road, in accordance with the Impounding Act 1955, to ensure traffic and pedestrian safety, noting the following:
  - Rural state highways east of Dillmanstown and south of Ross are the responsibility of the New Zealand Transport Agency under current arrangements
  - Rural local roads east of Dillmanstown and south of Ross may rely on assistance from local contractors and/or Police due to travel time requirements
- Recovering costs as per the Council’s fees and charges schedule relating to Stock Control
- Inspecting boundary fencing at sites where stock escape from properties, assessing whether remedial action is required, and following up with owners to ensure that issues are addressed and the Westland District Fencing Bylaw is complied with

- Providing proactive education to stock owners, as required, of their obligations under the Westland District Fencing Bylaw
- Taking legal action as may be necessary to enforce statutory requirements, including preparing documents for court proceedings and court attendance when necessary
- Establishment and maintaining a stock register that identifies and provides contact details and addresses where stock are kept for all known stock herd owners across the Westland District
- Arranging for suitable temporary and/or permanent stock pound facility(ies) in various locations throughout Westland as required, on public or private land
- Coordinating contractors, any relevant on-call Council staff, and/or other external support to provide after-hours service and service in rural areas south of Ross and east of Dillmanstown

**Expected Results:**

- a) Westland residents and visitors are protected from nuisance, harm or damage caused by stock wandering on roads; stock wandering on the road are removed from the road and either returned to the stock owner or impounded under the Impounding Act 1955
- b) Customer service requests are dealt with in a timely manner, through investigation, resolution of the issue and communication of the outcome to the customer
- c) Appropriate enforcement action is taken and followed up as required
- d) Impounded stock are kept in conditions that are safe and hygienic, with appropriate arrangements in place with landowners as required
- e) A stock register is developed to improve communication and efficiency in dealing with stock control issues
- f) Stock owners are aware of their obligations under the Council's Fencing Bylaw, and stock owners comply with these requirements
- g) Council actions comply with the Impounding Act 1955
- h) After-hours services are provided to the level required by Council

**3. Compliance monitoring and enforcement support to the regulatory functions of the Planning, Community and Environment group, as required and as time permits given the Animal Control work.**

- Assisting the Environmental Health / Regulatory Officer, Building Control, and Planning teams with compliance monitoring and enforcement support as required, if time permits given the Animal Control work. This might include site visits, investigations, reporting, and enforcement actions in relation to policies, plans, bylaws and other legislation. Priority will generally be given to work for the Environmental Health / Regulatory Officer. On-the-job training may be required.

**Expected Results:**

- a) The workload of the Environmental Health / Regulatory Officer, Building Control and Planning teams will be eased by additional resource from this role if available

- b) Compliance monitoring and enforcement skills developed and demonstrated in the Animal Control part of this role will be applied more widely across the Council's regulatory functions
- c) An increased level of overall regulatory compliance and customer satisfaction will be achieved

## **Other Duties**

### **Expected Results:**

- a) Supporting the team by completing other duties as and when they arise

## **HEALTH AND SAFETY:**

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

## **Person Specification**

### **Qualifications/Experience**

- Significant experience handling animals
- Experience within or working with a regulatory or local government entity
- Willingness to pursue training towards a NZ Certificate in Regulatory Compliance

### **Skills / Attributes**

- Physical ability and courage, to conduct the animal control duties
- Ability to remain calm and considerate in the face of customer stress
- Excellent verbal and written communication skills

- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

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**Employee's Signature**

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**Date**

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**Manager's Signature**

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**Date**