

Position Description

Position Title:	Senior/ Council Ranger
Business Unit:	Community Compliance
Department:	Regulatory Services
Directorate:	City Planning, Design & Amenity
Classification:	Band 4 / Band 5 (Senior)
Date:	April 2022
Reports to:	Team Leader Animal Management
Supervises:	Nil
Internal Liaison:	<ul style="list-style-type: none"> • Manager Regulatory Services / Director City Planning, Design and Amenity • Coordinator Civic Compliance / Team Leader Local Laws • Municipal Building Surveyor / Local Laws, Planning Compliance and Health Officers
External Liaison:	<ul style="list-style-type: none"> • State Government agencies i.e., DELWP, Courts, Victoria Police, RSPCA • Residents, Land-owners, Businesses, General Public

1. Position Objectives

To serve the community and maintain/improve the amenity of the municipality for residents, land-owners, businesses and general public by:

- Contribute to the maintenance and improvement of animal management, civic compliance, and environmental standards within the municipality, through the enforcement of legislative controls relating to, animal control, land use, public health, local law activity, fire prevention, school crossing supervision and public safety.
- To provide advice and assistance to members of the community and general public in regard to policies and legislation governing animal control, litter and the environment, Council local laws, fire prevention, commercial use of public space and matters of public safety.
- Band 5 Senior Council Ranger assist with the coordination of Council's School Crossing Supervisor service and development / implementation of Council's Domestic Animal Management Plan (DAMP).

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibility will include but are not limited to:

Animal Control

- As part of a team and as directed within allocated work plan, monitor and patrol streets, parks, and other areas in the municipality to ensure compliance with Domestic Animals Act as well as assisting in the implementation of Council's DAMP.
- Receive, investigate and where necessary issue court proceedings for alleged breaches of the Domestic Animals Act.

Local Laws

- As part of a team and within allocated work plans, monitor and patrol streets, parks, and other public areas in the municipality to ensure compliance with Local Laws as well as assisting with administration, enforcement, and supervision of Council's Local Laws Permit program.
- Receive, investigate and where necessary issue court proceedings for alleged breaches of the Local Laws and other relevant legislation.

Fire Prevention

- Conduct specific inspections pertaining to Fire hazards and as directed by Codes of Practice, prepare and issue Compliance or Infringement Notices and/or court proceedings for alleged breaches.

Parking Control

- Monitor and patrol on a regular basis, all streets in the municipality to ensure compliance with Road Safety (Road Rules) Regulations and related Local Laws.

School Crossings

- Assist with daily monitoring of school crossing supervisor activity, to ensure timely attendance at crossings and safe conduct of children across roads.

Band 5 Senior Council Ranger (additional responsibilities)

- Assist the Coordinator / Team Leader in reviewing relevant sections of Council's Regulatory Services Code of Practice as well as the design, development and delivery of Council's Community Education programs and Business Plan, DAMP, and associated programs.
- Undertake annual performance assessments of School Crossing Supervisors (SCS), assisting in developing and maintaining effective relationships with schools, to maximise safety of children using crossings, as well as receiving and acting upon reports concerning breaches of Road Safety (Road Rules) Regulations, at crossings.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

All Council Rangers are directly accountable for ensuring:

- The quality and effectiveness of their work to meet key performance indicators including completing allocated notices, actions, and correspondence to meet corporate and statutory obligations within agreed time limits,
- Compliance with the relevant Acts, policies, procedures, practices, and systems, including maintaining a current knowledge of rapidly changing legislation and associated codes,
- Undertaking patrols and School Crossing supervision duties in a range of weather conditions, including severely inclement weather conditions,
- Dealing with issues in a courteous, firm, fair and reasonable manner in circumstances which, at times, can be challenging or difficult to manage.

Band 4 Council Rangers

- Are essentially performing responsibilities, including providing information to / regulating clients and supporting / providing information to more senior members of the Civic Compliance unit. This includes contribute to the implementation of systems and providing feedback wherever appropriate to improve work processes/customer service, within the team.
- The freedom to act is limited by Regulatory Services Department standards and procedures encompassed by the nature of the work assigned to the position from time to time.
- The work undertaken by the incumbent generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures, including sufficient freedom to plan work at least a week in advance.
- The effect of decisions and actions are usually limited to the localised work group / function, individual jobs, regulation of clients, and/or internal procedures and processes.

Band 5 Senior Council Rangers

- Assist the Team Leader by mentoring and providing leadership to other team members to ensure effective and efficient liaison with all stakeholders and enforcement of all animal control and other regulatory requirements. This involves supervising designated SCS, and where applicable, Band 4 Council Rangers, as well as providing advice to and regulating clients and giving support to more senior Regulatory Services employees with the freedom to plan work several weeks in advance.
- Senior Council Rangers contribute to development and implementation of systems, making recommendations wherever appropriate to improve work processes/customer service, within the team.
- The freedom to supervise employees is governed by clear objectives and/or budgets, frequent prior consultation with more senior Regulatory Services staff and a regular reporting mechanism to ensure adherence to plans.
- The freedom to provide specialist advice to and regulate clients is subject to close supervision or clear guidelines set by more senior Regulatory Services staff. The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by the Team Leader Animal Management or more senior Regulatory Services employees.
- The freedom to provide direct support and assistance to more senior Regulatory Services employees is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

Band 4 Council Rangers

- The position is required to make independent decisions associated with day-to-day activities, having reference to well-defined objectives contained in relevant procedures, regulations, and policies. This includes applying sound judgement and exercising discretion when:
 - selecting the degree of enforcement to be applied in any given situation, taking into account the circumstances of each situation to maximise voluntary compliance wherever possible; or
 - diffusing difficult situations, including effectively managing aggrieved and sometimes aggressive customers.

These are vital in order to reach satisfactory outcomes with individual customers or ensure cases which proceed to prosecution are legally sound.

- Provide feedback wherever appropriate to improve work processes / customer service, within the team.
- Guidance and advice are always available within the time available to make a choice. Deviation from standard operating procedures or protocols may only occur where the effect of these decisions and actions are limited within the localised work group or function, individual jobs, or clients, or to internal procedures and processes. All other decisions must be escalated to more senior officers.

Band 5 Senior Council Rangers

Over and above the requirements of Band 4 Council Rangers:

- The position is required to make independent decisions associated with day-to-day activities, having reference to objectives that are usually well-defined and contained in relevant procedures, regulations, and policies.
- Contribute to development and implementation of plans and systems, making recommendations wherever appropriate to improve work processes/customer service, within the team.
- Senior Officers' work involves solving problems, using procedures and guidelines along with the application of professional or technical knowledge, and knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature and should be discussed with the team leader before action is taken, in order to ensure compliance with relevant legislation, regulations, procedures and policies. Solutions will not necessarily be related to previously encountered situations and therefore some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice. Accordingly, decisions made by the incumbent are subject to review by more senior officers.

5. Specialist Skills and Knowledge

The essential position requirements include:

Band 4 Council Rangers

- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions, including but not limited to a demonstrated working knowledge of the relevant legislation and experience in regulatory enforcement including undertaking investigations.
- An understanding of the relevant technology, procedures and processes used within the Regulatory Services Department, including but not limited to compiling and submitting concise daily Patrol Records and reports of investigations undertaken.
- An understanding of the function of the position within Regulatory Services, including relevant policies, regulations and precedents and an understanding of the goals of Regulatory Services and where appropriate, an appreciation of the goals of Council.
- The ability to provide/seek information from community members in relation to compliance with Animal Management, Local Laws, parking control and other legislation.

Band 5 Senior Council Rangers

Over and above the requirements of Band 4 Council Rangers:

- Significant experience evidenced through a portfolio of work that demonstrates competence and proficiency in conducting investigations, preparation of reports and briefs of evidence in relation to animal control.
- When supervising SCS or Band 4 Council Rangers an understanding is required of additional technology, procedures and processes used in relation to supervising these staff.
- Interpreting regulations also requires an understanding of the underlying principles involved as distinct from the practices. This includes where Rangers are assigned specialist portfolios within Animal Management or Civic Compliance more broadly.

- When providing direct support and assistance to more senior Regulatory Services employees an understanding is required of the role and function of these employees as well as an understanding of the long-term goals of Regulatory Services and appreciation of the goals of Council.

6. Management and Interpersonal skills

The essential position requirements include:

Band 4 Council Rangers

- Manage time, plan, and organise work at least one week in advance both on an individual and team basis to ensure service delivery to external customers is achieved in the correct order of priority, whilst attending to internal reporting and service requirements. This includes balancing a workload which has both pro-active and reactive demands.
- Ability to gain cooperation and assistance from clients, members of the public and other employees, in the administration of well-defined activities including:
 - regular communication with other Council Officers, community members and Councillors to receive service requests and provide feedback on outcomes.
 - communication with other agencies including police, government departments and other councils in relation to supporting enforcement activity (as required).
- Have a basic knowledge of personnel practices and be able to provide other employees with on-the-job training and guidance if required.
- Preparation of routine correspondence and provision of written reports to **Team Leader** regarding routine investigations undertaken.

Band 5 Senior Council Rangers

- Demonstrated ability to manage time, set priorities, clearly planning, and organising work and in appropriate circumstances that of other employees several weeks in advance, so as to achieve specific and set objectives of the Civic Compliance Unit in the most efficient way possible, within the resources available and within a set timetable.
- Ability to gain cooperation and assistance from clients, members of the public and other employees, in the administration of well-defined activities and in the supervision of SCS, and applicable Band 4 Council Rangers where required.
- Expected to write supplementary reports in their field of expertise and to prepare specialised external correspondence. This includes when Senior Council Rangers are required to assess the performance of tasks by SCSs and provide written reports on those assessments.
- When supervising other employees an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development is required.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

Band 4 Council Rangers

- Certificate IV in Animal Management or equivalent or demonstrated knowledge and skills gained through on-the-job training in a customer service role, preferably in an animal control/enforcement field.
- Demonstrated effective communication skills, including the ability to influence others to achieve positive outcomes, particularly with people from diverse cultural backgrounds.
- Demonstrated ability to act independently in resolving minor problems often involving disputation or interpersonal conflict, by the use of advocacy and conflict resolution skills.
- Demonstrated commitment to serving the public and community and ability to work as a highly effective member of a close-knit team.
- Demonstrated well developed oral & written communication skills including the ability to prepare clear and concise written documentation, e.g., for later use in legal proceedings.
- Demonstrated competency in using up to date technology (including software programs and mobile devices) to complete Regulatory or Enforcement tasks or responsibilities.
- Ongoing availability to work a programmed roster covering spread of service 6am-9pm, regular weekend work and overtime.
- Satisfactory (and ongoing) Working With Children and Police checks are required, along with a current valid (and ongoing) Victorian Drivers Licence along with access to a reliable vehicle supplied prior to offer of employment and commencement. A Functional Capacity Test is required before employment can be offered.

Band 5 Senior Council Rangers

Over and above the requirements of Band 4 Council Rangers:

- Certificate IV in Animal Management or equivalent along with significant experience evidenced from a portfolio of work that demonstrates competence and proficiency in conducting investigations, preparation of reports and briefs of evidence.
- Demonstrated advanced application of professional or technical knowledge including relevant Regulatory Services Codes of Practice, Acts, Regulations, and knowledge acquired through relevant experience to solve complex / technical problems using creativity / originality as well as ensuring compliance with and enforcement of Animal Management legislation and other legislation related to local government.
- Demonstrated ability to manage time, set priorities, clearly planning, and organising work and in appropriate circumstances that of other employees several weeks in advance, so as to achieve specific and set objectives of the Civic Compliance Unit in the most efficient way possible, within the resources available and within a set timetable.
- When providing direct support and assistance to more senior Regulatory Services employees an understanding is required of the role and function of these employees as well as an understanding of the long-term goals of Regulatory Services and appreciation of the goals of Council.
- Expected to write supplementary reports in their field of expertise and to prepare specialised external correspondence. This includes when Senior Council Rangers are required to assess the performance of tasks by SCSs and provide written reports on those assessments.

Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

Prepared by:

Name:	Mel White	Signature:	
Date:	April 2022		

Manager:

Name:	Luke Mullen	Signature:	
Date:	April 2022		

Director:

Name:	Jody Bosman	Signature:	
Date:	April 2022		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Date of last review: January 2018

Authorised by: Peter Shelton

Cognitive Demand	Yes	No
Regular communication with team/work mates	X	
Regular communication with others	X	
Verbal instruction and supervision of others	(Band 5) X	(Band 4) X
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

Physical Requirement	Task Details	Rare	Occasional 0 - 33% of the working day	Frequent 34 - 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
Mobility/Postures						
Sitting	driving			X		
Standing			X			
Walking	Foot patrols up to 15km/day				X	
Crawling		X				
Non-Manual Handling						
Squatting/crouching			X			
Kneeling			X			
Bending				X		
Reaching				X		
Twisting/trunk rotation				X		
Fine manipulation/pinch grip			X			
Power/open hand grip					X	
Writing/typing					X	
Climb ladders		X				
Climb or descend downstairs			X			
Low level work		X				
Leg/foot controls	driving			X		
Manual Handling – lift, carry, push, pull or hold						
1-5kg					X	
5.1 – 10kg			X			
10.1 – 15kg			X			
15.1 – 20kg		X				
Over 20kg		X				
Lift floor to hip			X			
Lift waist to shoulder			X			
Lift overhead		X				
Pushing/pulling			X			
Definitions						
Mobility/Postures						
Sitting	Stay in a seated position					
Standing	Standing in an upright position, moving less than three steps					
Walking	In an upright position moving more than 3 steps					
Crawling	Move on the hands and knees or by dragging the body close to the ground					
Non-Manual Handling						
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels					
Kneeling	To lower the body					
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds					
Reaching	Extending arms out in any direction					
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet					
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm					
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended					
Low level work	Performing manual handling actions at or near ground level					
Manual Handling						
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders					
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions					
Kilograms of force (kg.f)	Amount of force or effort required to perform a specific task or part of a task					

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures, and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Band 4 Officers - Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Band 5 Senior Officers - Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge, and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.