

Job Demand Analysis	
Placement/Job Title:	Animal Attendant
Division/Branch:	Planning and Environment / Environmental Control
Date of Assessment:	30 June 2014
Assessment Completed By:	Recovre
Standard Hours:	8:30am to 4.30pm (7.6 hours per day)
Variable Hours:	<input checked="" type="checkbox"/> Overtime On Call Call Outs
Breaks / Rest Periods:	15 minutes morning tea 30 minute lunch break
Environmental/Psychosocial Factors	
<ul style="list-style-type: none"> • The Animal Attendant's role can be stressful in nature as the work tasks are unpredictable and because they encounter dangerous situations, verbal abuse on a regular basis and because they can often work alone. The Animal Attendants role can be mentally and physically demanding. • Depending on work demands, the Animal Attendant may work alone or on teams. • The Animal Attendant's will be dealing with animals that are largely unpredictable with some being dangerous i.e. dangerous dogs, snakes etc. • The Animal Attendants also have an office duty requirement of their role which includes customer relationship management (CRM's) and making sufficient records of their work with the animals. • Animal Attendants will be required to travel to locations within the Dubbo region to pick up animals • Animal Attendants have a duty of care to provide basic public safety • Animal Attendants are required to deal with complaints from members of the public and deal with these in an effective and timely manner. • The Animal Attendants work autonomously. If the Animal Attendants are aware they are heading into a potentially dangerous situation i.e. impounding of dangerous dogs, aggressive people they are required to take a fellow Animal Attendant with them to provide additional assistance or if possible get Police attendance at the site. • Animal Attendants may be required to perform overtime • The Animal Attendant is exposed to all weather conditions and may work on uneven and slippery/muddy ground surfaces (gum boots are available for use). The work area may be surrounded by water and hazards may be present. Snakes, spiders and other vermin may be present in the vicinity of the work area. Mice, rats and other rodents may also be present in the vicinity of the work area. 	

Job Descriptions

This position is responsible for assisting with the operations of the Dubbo City Animal Shelter including care, management and release of impounded animals. This position reports to the Animal Shelter Operations Coordinator.

This position also regularly consults with: Animal Attendants, RSPCA / Animal Welfare organisations, Local Vets, Suppliers and Contractors.

Physical Demands	Rarely 1-5%	Occasional 6-33%	Frequent 34-66%	Continuous 67-100%	Comments
Standing			X		Hosing out kennels, locking up gates, checking animals, cleaning out higher shelves of cattery and filling food tubs
Walking				X	When negotiating around facility both indoors (office area) and outdoors (in cattery, dog kennel areas, wash room).
Sitting	X				When driving (usually interchanged with walking and standing) 15-20 minutes (within Dubbo region) to pick up animals and to complete initial checks of animals upon their arrival.
Bending / Stooping		X			To retrieve drain from kennels, to remove water buckets, reach into cupboards/ shelves in cattery, reach into freezer to retrieve deceased animals
Squatting / Crouching		X			When taking lid off sewer pit, picking up smaller animals i.e. kittens and puppies, restraining animals (if necessary i.e. when euthanizing).
Kneeling	X				When cleaning out lower shelves in cattery
Reaching overhead			X		When transferring food to food tubs, cleaning shelves in cattery at waist height, washing items in wash room i.e. bowls, blankets, pushing and pulling trolley/ wheelbarrow, removing beds from dog kennels when cleaning out, hosing out kennels.
Trunk			X		When hosing kennel area and

Physical Demands	Rarely 1-5%	Occasional 6-33%	Frequent 34-66%	Continuous 67-100%	Comments
Rotation					mopping cattery, transferring items within kennel i.e. bed, moving animals.
Repetitive Forearm, hand and finger movement			X		Walking animals (using leads), locking and unlocking kennels as needed, repositioning animal items. Handling cash when performing customer service duties.
Manual dexterity and handling			X		When moving items such as food, chemicals etc

Manual Handling			
	Weight:	Frequency:	Comments:
Lifting	Up to 25kg	Frequently	Lifted at various heights between floor and shoulder level i.e. lifting animals. Occasional lifting above shoulder height i.e. when retrieving cat from higher shelf in cattery (will use a stool when possible).
	>25kg	Rarely	Lifted at various heights between floor and shoulder level. A two to three person lift is used where possible (this will depend on weight of item i.e. dog and level of difficulty when handling animal).
Carrying	Up to 25kg	Occasional	Carried over short distances, no more than 10-20 metres, carrying animals and cleaning items. Wheelbarrows and trolleys are available for use.
Pushing/ Pulling	Varied	Frequently	Pushing trolley and wheelbarrow when transferring items from storage to kennel/ cattery areas.
This job falls into the medium physical demands category.			

Tools Used		
Tool:	Weight:	Comments:
Pooper scooper	2kg	Bilateral cylindrical grasp
Trolley/ Vacuum	2kg-5kg/f	Lateral grasp interchanged with cylindrical grasp.
15L Drums	15kg-18kg	15L (depending on chemical being used the weight will increase). Unilateral hook grasp used. Can be carried bilaterally as needed.
Food bags	15kg-18kg	Bilateral carry using cylindrical grip
Dog beds and bedding items	1kg- 5kg	Unilateral/ bilateral lifting using cylindrical grip
Water troughs	10-15kg	Weight depends on amount of water in troughs (can tip to empty)
Cages	4kg-10kg	Animal cages used to carry small animals from one area to another (weight depends on amount of animals carried)
Disease control mats	8kg	Bilateral cylindrical grasp (rarely needed to be moved)
Hose	1kg	Unilateral cylindrical grasp on hose. Pull from wall area where it

		is attached.
Animals	2kg- 70kg	Please note that Animal Attendants are required to lift within their capabilities and gain assistance from other staff members when

Balance		
	Exposure to:	Comments:
Level ground	Yes	When performing animal attendant work in kennel, cattery and office areas.
Uneven ground	Yes	When walking in the bush region to get to sewer area, in exercise yards and gravel areas
Unprotected high levels	No	Not Applicable

Environmental Conditions		
	Exposure to:	Comments:
Inside work	Yes	When performing duties in wash room and office areas.
Outside work	Yes	When attending to animals in exercise yards and uncovered areas of facility
Night Work	No	Not Applicable
Extreme heat	Yes	Exposure to the weather elements when attending to animals.
Extreme cold	Yes	
Humid or wet	Yes	
Noise	Yes	Noise level is unpredictable – barking from dogs. Hearing protection is to be worn when working with the dogs.
Vibration	No	Not applicable.
Mechanical hazards	Yes	When lifting/ carrying deceased animals from freezer, pushing trolley over disease control mats.
Electrical hazards	No	Required to use hair clippers however no electrical hazard reported.
Risk of burns	No	Not Applicable
Radiant energy	Yes	Sun exposure.
Poor ventilation	Yes	Able to open cattery windows as needed to improve ventilation
Moving objects	Yes	Hanging animals.
Sharp tools	No	Not Applicable
Cluttered or slippery floors	Yes	Chemical and water when mopping and hosing out animal areas i.e. kennel and cattery. Walkways can become temporarily cluttered when repositioning items from kennel to walkway when cleaning.
Elevated surfaces	Yes	When working from stool to reach higher surfaces i.e. higher shelving in cattery
Lighting	No	Not Applicable
Exposure to fumes/odours/ dusts/mists/gases	Yes	When working around the sewer, when working with treatment chemicals, animal faeces.
Exposure to biological hazards	Yes	Blood, faeces, urine, deceased animals, ring worms, coccidian and septic sewer system. Personal protective clothing must be worn to protect from these hazards identified.

Sensory/Communication		
	Required:	Comments
Vision	Yes	Need to be able to see animals to perform physical demands associated with duties.
Hearing	Yes	Need to be able to hear noises of the animals and communicate with co-workers. Customer Service experience and high level communication and conflict resolution skills.
Speech	Yes	
Reading, Writing and Numerical ability	Yes	Demonstrated computer literacy and administration skills, including databases and cash handling.