



**Review Date : July 2018**

## **1. Position Details**

<b>Title:</b>	<b>Zoo Keeper</b>
<b>Reports to:</b>	<b>Life Sciences Manager</b>
<b>Classification:</b>	<b>Band P</b>
<b>Salary range:</b>	<b>Level 1, 2, 3</b>
<b>Location:</b>	<i>Melbourne Zoo, Healesville Sanctuary, Werribee Open Range Zoo</i>
<b>Tenure:</b>	Ongoing, Fixed Term
<b>Employment Type:</b>	Full Time, Part Time, Casual

## **2. Context**

Zoo Victoria operates world-class zoo on three sites: Melbourne Zoo, Healesville Sanctuary and Werribee Open Range Zoo. Our vision is – as a world leading zoo-based conservation organisation, we will fight extinction to secure a future rich in wildlife. To achieve our vision we focus on the following key action areas:

- **Conservation:** We will focus and strengthen the conservation efforts of Zoos Victoria to ensure the delivery of tangible conservation outcomes.
- **Animals:** We will strive to ensure the wellbeing and conservation relevance of every animal within our care.
- **Visitors** We will provide profound wildlife-based experiences that inspire communities to take actions that benefit wildlife conservation.
- **People** We care for ZV staff and volunteers by providing support and services, in line with our values, to enable each individual to stay safe, contribute to our vision and realise their potential.
- **Financial Sustainability** We will ensure the long-term financial sustainability of all our operations to be able to maintain and improve the value of assets and to make a meaningful, measurable and successful investment in conservation.

## **3. Purpose Statement**

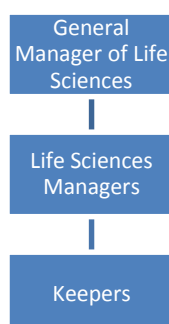
Band P1 (Pre-trade) Keeper is at entry level to the zoo keeping trade, with few prerequisites for appointment. Progression through the band is based upon skills and experience acquisition and evaluation through a ZV evidence based appraisal system combined with attainment of the Certificate III Captive Animals by external studies or through Recognition of Prior Learning.

The Band P Keeper provides husbandry requirements for a range of collection animals, is able to work within a team of keepers made up of staff with backgrounds in the husbandry of a variety of taxa. This includes the need to follow ZV procedures relating to animal management, responsibilities for animal welfare and developing skills in observation, data collection and reporting to support animal collection management.

The Band P Keeper will also assist in specific areas within the Animal Department including exhibit presentation and enclosure maintenance, equipment operation and maintenance, OH&S, Keeper talks and visitor/animal encounters. Under the direction of their Manager, this

position assists with the delivery of new and innovative programs, embracing new philosophies as part of a cross-functional team to meet the key priorities in the Zoos Victoria Strategic and ZV Corporate Plans.

## Reporting Lines



## Accountabilities

### Primary Accountabilities

#### Animal Husbandry

*Assist in the provision of efficient and effective animal husbandry that enhance the management of the Animal Division whilst assisting in delivering outcomes of the Strategic Plan.*

- **Animal Welfare** – awareness animal welfare; assist in the application of best practice husbandry to monitor and maintain animal wellbeing.
- **Breeding & Reproduction** – assist with animal breeding programs; recognise physiological and behavioural changes associated with reproduction.
- **Capture & Restraint** – assist with capture, restraint, transport, moving and monitoring of animals, using safe and humane procedures.
- **Animal Behaviour** – knowledge of animal's basic behaviour, anatomy and physiology, ability to identify behavioural traits of animals by observing, responding to and recording observations. Provision of materials appropriate to behavioural needs. Able to recognise signs of abnormal health and/or behaviour of relevant species and take appropriate action.
- **Animal Health** – assist with delivery of medical treatments to animals as directed by veterinarians; understand and follow quarantine and zoonotic disease prevention protocols. Maintain standards of hygiene for yourself and animals.
- **Animal Dietary Needs** – prepare and present food and water to a variety of taxa following approved diets; understand nutritional requirements, monitor food quality and quantity, food presentation and delivery requirements, food ordering and storage. Knowledge of appropriate browse species and delivery for required species.
- **Collection Management** – Knowledge of ZV species selection tool and principles of ZV species selection, species management plans and legislation that impact animal collections.

#### Animal Environment

*Understand and apply best practice principles to ensure the animals environment supports their welfare whilst delivering the vision of the property and meeting the needs of our visitors*

- **Animal Enclosures** – Understand and follow cleaning regimes to required hygiene standards, rodent control, maintain animal security and containment. Conduct basic enclosure maintenance, exhibit presentation and renovations. Contribute to exhibit and enclosure design. Identify weed species and remove.
- **Animal Enrichment** – understand the principles and purposes of enrichment and how to use and implement it according to plans.
- **Training & Conditioning** – understand and implement training & conditioning requirements that enhance the wellbeing of animals in our care.
- **Wildlife Response** – understand principles of wildlife response, including providing basic elements of rescue and provision of care for rescued native wildlife and animals in rehabilitation.

## **Primary Accountabilities**

### **Administration**

- **Animal Records & Information** – understanding of the purpose, process and importance of accurate animal record keeping; collect, record information on animals, using correct identification and notations. Knowledge of ZV information and reference sources.

### **General Requirements**

- **Health & Safety** - actively contributes to safety at ZV by being aware of the safety policies and procedures and consciously acknowledge them every day thus ensuring that ZV is a safe place to work.
  - Work within the Safety Circle
  - Encourage a speak up culture
  - Report incidents within 24 hours of occurrence
  - Actively monitor workplace to identify hazards and take appropriate action to rectify if hazards found
- **Team / Communication** – maintains effective communication within the team and with key stakeholders as per agreed communication lines. Participation in team building activities.
- **Visitor Experience** - actively engage our visitors through the provision of experiences that inspire and facilitate conservation action.
- **Community Conservation** - support delivery of agreed Wildlife Conservation and Science Programs and Community Conservation Programs.
  - present appropriate information to visitors
  - Participate in keeper talks and visitor/animal encounters, special tours, and commercial products.
  - assist with media and Public Relations events
- **Personal Development** - contribute to the delivery of staff and team goals, by actively attending to your own professional development
  - Participate in induction and formal training through Certificate III Captive Animals and on the job training.
  - Participate in performance appraisals/Zoo Employee Performance Plans (ZEPP).
  - Work according to prescribed performance standards.
  - Participate in staff and team professional development program

### **Other accountabilities**

*Engage in the conservation efforts of Zoos Victoria, thereby contributing to the delivery of tangible conservation outcomes.*

- **Conservation** - awareness of ZV conservation programs and campaigns; integration between wildlife conservation and social issues. Understanding of recovery and reintroduction programs and processes.
- **Science** - awareness of ZV Research programs and research processes. Understand, assist and apply scientific principles to animal management and research.

#### **4. Background Knowledge Required for Position**

##### **1) Qualifications**

- Commitment to undertake Certificate III Captive Animals

##### **2) Experience**

###### Essential

- Prior animal husbandry or working with animals' experience.
- Ability to participate in effective work practices that adhere to Health & Safety standards and other relevant legislative requirements.
- Ability or experience in delivering presentations/public speaking before a mixed general audience.
- Demonstrated excellence in both verbal and written communication skills.

###### Desirable

- Demonstrated knowledge of the principles of animal management in zoos.
- Knowledge of animal record keeping programs such as ZIMS.

##### **3) Skills & Knowledge**

- Commitment to represent the interests of Zoos Victoria in all areas related to captive animal management; husbandry, welfare and conservation.
- Demonstrated commitment to participate in animal enrichment, training/conditioning and visitor experience programs.
- Ability to be flexible in order to meet changing workplace requirements.
- Awareness and commitment to follow Zoos Victoria Strategic & Corporate Plans, including support of the five action areas – conservation, animals, people, visitors and financial sustainability.
- Competent in MS Office and MS Outlook, including word-processing and database packages.

##### **4) Compliance**

- A valid working with children's check
- A current Australian Drivers Licence



**Review Date :**

## **1. Position Details:**

<i>Title:</i>	<b><i>Zoo Keeper</i></b>
<i>Reports to:</i>	<b><i>Life Sciences/Precinct Manager/ Life Sciences Manager</i></b>
<i>Classification:</i>	<b><i>Band T</i></b>
<i>Salary range:</i>	<b><i>Level 1, 2, 3</i></b>
<i>Location:</i>	<b><i>Melbourne Zoo, Healesville Sanctuary, Werribee Open Range Zoo</i></b>
<i>Tenure:</i>	<b><i>Ongoing, Fixed Term</i></b>
<i>Employment Type:</i>	<b><i>Full Time, Part Time, Casual</i></b>

## **2. Context**

Zoos Victoria operates world-class zoos on three sites: Melbourne Zoo, Healesville Sanctuary and Werribee Open Range Zoo. Our vision is to be the world's leading zoo-based conservation organisation. Zoo Keepers at Zoo Victoria are expected to deliver on all five key action areas:

- **Conservation:** Fighting Extinction by conserving threatened Victorian terrestrial vertebrate species, contributing to global species recovery through holistic field programs overseas, and conducting research that supports our conservation objectives.
- **Animals:** Establishing our organisation as a leader for creating net gains in conservation, by ensuring that every species in our collection has conservation relevance, and has world's best practice in its animal care and wellbeing
- **Visitors:** Providing innovative wildlife-based recreation and learning experiences that inspire and facilitate visitors to take conservation actions that make a measurable and positive difference.
- **People:** Supporting the development of our staff to ensure they, and the organisation as a whole, realise our vision to be the world's leading zoo-based conservation organisation.
- **Financial Sustainability:** Ensuring the long-term financial sustainability of all our operations are able to maintain and improve the value of assets and to make meaningful and measurable investment in conservation.

### **3. Purpose Statement**

Band T is the Trade Level for Zoo Keepers, who have successfully completed the Certificate III Captive Animal Management (or an equivalent level through formal process of recognition of prior learning) and with a minimum of three years on the job zoo keeping experience. Movement through the Band is achieved through demonstrated proficiency in knowledge of zoo keeping and zoos philosophies with evaluation through a ZV evidence based appraisal system. The Band T Keeper is responsible for the provision of husbandry requirements for a range of collection animals, to work within a team of Keepers made up of staff with backgrounds in the husbandry of the different taxa. The Band T Keeper may also be allocated specific areas of responsibility within the Animal Department. The responsibilities include animal welfare, animal training, behavioural enrichment, animal records, staff development, staff training/supervision, OH&S, conservation, management development, specialist animal skills and other projects. Under the direction of the Precinct/Life Sciences Manager, the Band T Keeper position assists with the development and implementation of new and innovative programs, training and inspiring staff to embrace new philosophies as part of a cross-functional team to meet the key priorities in the Zoos Victoria Strategic and ZV Corporate Plans.

### **4. Scope & Dimensions of the Position**

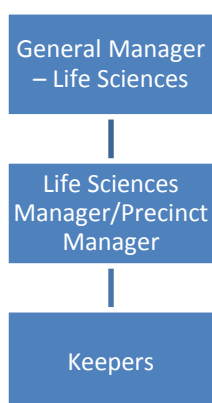
#### **Dollar Dimensions**

Budgets	NIL
Authorisation / Delegation limits	NIL

#### **Number of Staff**

Direct staff	NIL
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#### **Reporting Lines**



## 5. Accountabilities

### **Primary Accountabilities**

#### **Animal Husbandry**

*Delivers efficient and effective animal husbandry that enhances the management of the Animal Division whilst assisting in delivering outcomes of the Strategic Plan.*

- **Animal Welfare** – demonstrated understanding of Animal Welfare Code. Assess and apply best practice husbandry to monitor and maintain animal wellbeing providing appropriate documentation and reporting.
- **Breeding & Reproduction** – monitor and respond to breeding animal requirements; prepare and implement breeding action plans for several taxa.
- **Capture & Restraint** – lead best practice capture & restraint for multiple taxa for introductions and transfers.
- **Animal Behaviour** – knowledge of the behaviour and husbandry of a broad range of taxa, with the ability to apply and monitor strategies, and suggest ways to improve welfare. . Able to recognise signs of abnormal health and/or behaviour of relevant species and take appropriate action.
- **Animal Health Care** – assist with delivery of medical treatments to animals as directed by veterinarians; understand and follow quarantine and zoonotic disease prevention protocols. Maintain standards of hygiene for yourself and animals.
- **Animal Dietary Needs** – develop daily feeding rounds, with the ability to prepare and present advanced dietary requirements for differing behavioural and physiological needs of animals. Knowledge of appropriate browse species and delivery for required species.
- **Collection Management** – Knowledge in ZV species selection tool, and the need for sustainable animal collections; ability to interpret species management documents.

#### **Animal Environment**

*Demonstrates best practice principles to ensure the animals environment supports their welfare whilst delivering the vision of the property and meeting the needs of our visitors*

- **Animal Enclosures** – develop and implement appropriate rounds ensuring appropriate cleaning regimes, rodent management, enclosure maintenance, operations and security, exhibit presentation and renovations. Participate in planning exhibit and enclosure design . Identify weed species and remove.
- **Animal Enrichment** – develop, implement, document, monitor and review animal enrichment programs.
- **Training & Conditioning** – develop, implement, document and maintain effective conditioning/training programs for different species of animals.
- **Strategic Animal Management** – awareness of the balance required between animals and the requirements of the business; whilst contributing to achieving world's best practice for captive animals.
- **Wildlife Response** – respond to wildlife in need including; impact assessments, rescue and rehabilitation of native wildlife following procedures and protocols.

#### **Administration**

- **Animal Records & Information** – Maintain accurate animal records; understand regional and global animal record keeping systems. Ability to access, analyse and retrieve records using animal keeping information systems and software. Uses and provides information for ZV AIMS. Place orders through Workplace as required.

#### **General Requirements**

- **Health & Safety** - actively contributes to safety at ZV by being aware of the safety policies and procedures and consciously acknowledge them every day thus ensuring that ZV is a safe place to work.
  - Participate in H&S assessments and development of SOP's. Perform duties of Safety Warden if required.
  - Work according to standard operating and safety procedures
  - Report and remove unsafe equipment or unsafe work procedures
  - Report hazards/ incidents within 24 hours of occurrence
  - Train (where required) and assist other staff with reporting of hazards/incidents

## Primary Accountabilities

- Actively monitor workplace to identify hazards and take appropriate action to rectify if hazards found.
  - **Team / Communication** - maintain effective communication within the team and with key stakeholders
    - Comply with zoo policies and procedures as a performance issue.
    - Participate in team building strategies.
    - Ensure effective communications within the section, and with other sections/departments as per appropriate communication channels.
    - Effectively contribute to team performance and the daily operations.
    - Comply with precinct administrative and management processes.
  - **Visitor Experience** – actively engage our visitors through the provision of experiences that inspire and facilitate conservation action.
  - **Community Conservation** - support implementation of agreed Wildlife Conservation and Science Programs and Community Conservation Programs
    - develop and deliver engaging presentations appropriate to audience, including keeper talks and visitor/animal encounters, special tours, and commercial products.
    - participate in media and Public Relations events.
- Personal Development** – contribute to the delivery of staff and team goals, by actively attending to your own professional development.
- Participate in performance appraisals/Zoo Employee Performance Plans (ZEPP).
  - Work according to prescribed performance standards.
  - Contribute to the development, implementation and delivery of staff and team performance standards.
  - Comply with organisation policies. Contribute to updating or implementing new policies. Comply with legislative requirements.
  - Undertake training courses as required. Assist in the training of new staff.
  - Participate in the pre-appraisal assessment of less qualified keepers.
  - LEAN-do we need a section now on LEAN standards/following procedures? At least the PD's should reflect the 4 working categories for ZV and the 5 action areas (i.e. working smarter, community conservation, people, animals, financial sustainability).



<b>Primary Accountabilities</b>
<b>Other Accountabilities</b>
<p><b><u>Conservation &amp; Science</u></b>  Engage in the conservation efforts of Zoos Victoria, thereby contributing to the delivery of tangible conservation outcomes.</p> <ul style="list-style-type: none"> <li>• <b>Conservation</b> – knowledge of ZV conservation programs and campaigns. <ul style="list-style-type: none"> <li>– Understanding of biodiversity conservation, knowledge and experience of field research techniques.</li> <li>– Understanding of the integrated approach taken to delivery of successful Recovery programs.</li> <li>– Understanding of the ZV advocacy role and use of Ambassador Species. <ul style="list-style-type: none"> <li>• <b>Science</b> – knowledge of ZV Research programs and research processes.</li> </ul> </li> </ul> </li> <li>• Experience working in a scientific framework by applying scientific principles to animal management and research programs.</li> </ul> <p><b><u>Management Assistance and Training</u></b></p> <ul style="list-style-type: none"> <li>• Inductions and training for staff in Band P</li> <li>• Assist with managing staff and animal issues.</li> <li>• Pre-appraisal assessment of Band P keepers</li> <li>• Lead and manage the team in the absence of the manager until higher duties comes into effect as per EBA</li> </ul>

## 6. **Background Knowledge Required for Position**

### 1) **Qualifications**

- Minimum requirement - . Certificate III Captive Animals (or equivalent)

### 2) **Experience**

#### Essential

- A minimum of three years' experience as an animal keeper encompassing a broad range of experience across a variety of animal taxa.
- Proven commitment and ability in assisting with staff supervision, career development and staff training.
- Ability to develop and implement projects that define key performance indicators for staff.
- Ability to foster and develop staff expertise in specific taxonomic disciplines.
- Ability to implement effective work practices that adhere to Health & Safety standards and other relevant legislative requirements.
- Experience in animal reproduction and knowledge of raising captive animals and proven ability to balance animal welfare needs with the objectives of Zoos Victoria.
- Experience delivering presentations/public speaking before a mixed general audience.
- Demonstrated excellence in both verbal and written communication skills.

### 3) **Skills & Knowledge**

- Ability to represent the interests of Zoos Victoria in all areas related to captive animal management, husbandry, welfare and conservation
- Demonstrated commitment to developing and implementing animal enrichment, training/conditioning and visitor interaction programs.
- Take accountability for implementing husbandry techniques.
- Strong ability to be flexible in order to meet changing project requirements.
- Demonstrated commitment to follow Zoos Victoria Strategic & Corporate Plans, including support of the five action areas – conservation, animals, people, visitors and financial sustainability
- Proficient in using MS Office, including word-processing, excel and database packages.
- Ability to work within budgets.

### 4) **Compliance**

- A valid working with children's check
- A current Australian Drivers Licence