



## VOLUNTEER POSITION DESCRIPTION

**Position:** Volunteer Goods Donation Collector

**Locations:** Gold Coast Region

GOLD COAST	TBC
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**Reports to:** Donation Box Coordinator (in their absence: Volunteer Manager)

**Program:** The Food Donations program consists of collection of food bins in and around the Gold Coast region. Predominately in shopping centres and super markets. The purpose of this campaign is to source goods for the care of our animals. The bins are available for the general public to support AWLQ with gifts of goods. The items collected from these bins are used in our shelters across South East Queensland. The program forms a vital part of AWLQ's overall objective to save money and source goods where possible.

**Responsibilities:** The collection of AWLQ goods donations is located in various shopping centres in the Gold Coast Region. The position will require the volunteer to drive their own vehicle to the designated collection bin and return the goods to AWLQ Coombabah shelter to be sorted for distribution.

As these bins are located in public spaces, the collector will need to ensure that the bins are not overflowing, have suitable signage, are in good working order and securely locked.

In addition to the above listed, the volunteer is required to contact the Donation Box Coordinator of any potential risks and/or problems associated with the bin placement.

This role is only suitable to volunteers who strictly adhere to the below listed limitations and understand the importance of the food bin vendors remaining the responsibility of the Donation Box Coordinator and the AWLQ organization.

### PARAMETERS LIMITED TO:

- Advising the Donation Box Coordinator of any bins that require collection that are currently collected by another volunteer
- Advising the Donation Box Coordinator of any signage maintenance / bin maintenance requirements

- Responsible for ensuring all bins have suitable locks / cable ties in place / securely placed
- Any problems with donation bins are to be reported to the Donation Box Coordinator
- This position is not responsible for consulting with other AWLQ volunteers.
- No cash whatsoever, or goods not in the bin are to be collected on behalf of the Donation Box Coordinator
- No keys or other AWLQ assets are to be taken off site without prior approval from the Donation Box Coordinator
- No acquisition of any kind is to be made in relation to the donation bin or donation tin programs
- No further fundraising / asks or requests from donation bin supporters is to be made under any circumstances
- No goods are to be removed from site and kept on private property or in private cars (donation bin contents must be delivered back to AWLQ the same day)
- Maximum of 2 food bin locations are to be held by a single volunteer at any one time.

#### **KEY AGREEMENT CRITERIA**

**The relationship management of food bin location vendors is managed in its entirety by the Donation Box Coordinator.**

**By accepting this role, the Volunteer Goods Donation Collector agrees to all of the above criteria and agrees wholly that interaction with food bin vendors will be highly restricted and managed by the Donation Box Coordinator.**

**NOTE:** The content in the bins does vary and can be heavy. We highly recommend that applicants for this role are aware of the potential physical lifting.

A full drivers license is required

**Stress:** Please note that while the shelter is a wonderful place to visit, sometimes working in a shelter environment may cause stressors to certain individuals, namely those who have either a history of / or are predisposed to: anxiety, depression, mental health issues, are in physically poor health or have been diagnosed as being on the ASD spectrum.

If you fall into these categories please feel free to contact the Volunteer Manager who can discuss suitable alternatives.

#### **Physical Capacity Required:**

- Moderate level physical fitness with the ability to lift up to 20kg.
- Ability to cope with bending up and down and being on your feet for most of the shift.
- High level of manual dexterity, ability to manage multiple objects at once.
- Ability to walk unaided on grounds, pathways, grass, stairs and sometimes slippery and muddy pathways and yards.

- Clear vision, ability to see animal's body language, see obstacles and hazards.
- Ability to hear if an animal is in distress, giving low sounds or initial warning sounds that the animal is indicating fear.

**Mental Capacity Required:**

- Highly developed communication and interpersonal skills.
- Hardworking and show initiative when required.
- Attention to detail particularly regarding procedures, hygiene and sanitization.
- Ability to comply with Standard Operating Procedures, Workplace Health and Safety Guidelines
- Work in a safe manner without risk to themselves, others or the environment.
- Correctly use all personal protective equipment provided.
- Comply with all emergency and evacuation procedures, respond appropriately to safety incidents

**Emotional Capacity Required:**

- Calm and confident with cats, dogs, guinea pigs, rats and people.
- Not easily distressed, not easily upset.
- Mature and emotionally secure. The shelter environment can be a trigger for some people with emotional or mental trauma.
- Ability to cope with changes, busy working environment and demanding schedule.
- Gentle and mature disposition with demonstrated affinity with animals.
- Not bothered by strong smells or getting dirty.

**Autonomous / Unsupervised Capacity Required:**

- Demonstrated ability to take direction from team members in supervisory roles.
- Ability to work autonomously while managing your own time effectively.
- Ability to work as part of a team.

**Skills required:** Clean license, excellent customer service skills, knowledge of the Gold Coast. Driving your own vehicle.

**Volunteer characteristics:** Honest, reliable, hard working, efficient, courteous manner, good attitude to work.

**Skills gained:** Driving skills

**Time commitment:** Must be able to commit to a collecting every week from your allocated donation point/s during opening hours and commit to at least once a month checking status of all other donation bins.