



VOLUNTEER POSITION DESCRIPTION

Position: Volunteer Truck Assistant

Locations: Gold Coast

GOLD COAST	8:00am to 12noon or later, Monday to Friday.
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Reports to: Senior Truck Drivers

Responsibilities: Daily pick up of goods for our Warehouse and Op shops located on the Gold Coast. You must be happy to work hard, be able to cope with the physical demands of the position and be willing to get their hands dirty for a good cause!

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 obstacles and hazards.

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 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: Vehicle experience, good customer service skills, physically fit, able to take direction well.

Volunteer characteristics: Hard working, reliable, efficient, courteous manner, good attitude to work.

Skills gained: Driving skills, a thorough understanding of the Animal Welfare League Qld organization, work experience in a fast paced shelter environment, customer relations, and personal satisfaction.

Time commitment: Must be able to commit to a 4-8 hour working week on a regular day between 8:00am to 11:00am or later