



VOLUNTEER POSITION DESCRIPTION

Position: Vet Clinic: Reception and Liaison Assistant

Locations: Gold Coast ONLY

GOLD COAST	7:00am - 12:30pm	1:30pm - 6:00pm
-------------------	------------------	-----------------

Reports To: Receptionist / Senior Administration Officer

Responsibilities: This role is customer service focussed and involves the following daily tasks;

- Greeting clients and directing them to reception
- Talking with clients whilst they are waiting for their appointment.
- Giving patients heaps of attention to make them feel 'super special' and helping clients to weigh patients as necessary/directing dog owners to the scales as they enter.
- Stocking up pet shop shelves and keeping them clean and orderly.
- Cleaning up messes (spilled water and animal accidents) and tidying the waiting room.

NB: Hygienic practices are critical to keep our animals happy and healthy. Our volunteers will need to follow strict procedures and the guidance of our staff. We are incredibly grateful for the hard work and dedication our volunteers offer us.

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 our Volunteer Department for more information.

Physical Capacity Required:

- Ability to cope with 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 shows initiative when required.

- Ability to comply with Standard Operating Procedures, Workplace Health and Safety Guidelines
- Works in a safe manner without risk to themselves, others or the environment.
- Correctly uses all personal protective equipment provided.
- Complies with all emergency and evacuation procedures and responds appropriately to safety incidents.

Emotional Capacity Required:

- Calm and confident with cats, dogs and people.
- Not easily distressed, not easily upset.
- Mature and emotionally secure.
- 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 Gained: Customer service experience, work experience in a vet clinic environment, cat and dog enrichment and care.

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

Performance Goals: At the end of 3 months with a minimum of 48 volunteer hours, be assessed prior to graduating to become a regular volunteer.

Time Commitment: Commitment within the hours above on 1 regular day per week over 3 months.

****Please note that we are unable to offer any Placements for students studying their certificates in Animal Care or Vet Nursing. We do not have the capacity or resources to sign off on the modules involved. We ask if you apply for this position, you understand it is purely in a voluntary capacity, not for study credits****