



# VOLUNTEER POSITION DESCRIPTION

**Position:** Volunteer Op Shop Warehouse Assistant

**Locations:** Gold Coast Areas as below

<b>Beaudesert</b> <b>Burleigh</b> <b>Coombabah – Hansford St</b> <b>Coombabah – Shelter Rd</b> <b>Currumbin</b> <b>Ipswich</b> <b>Labrador – Turpin Rd</b> <b>Labrador – Warehouse</b> <b>Miami</b> <b>Southport – The Thrifty Kitten</b> <b>Southport – Cat &amp; Hound</b> <b>Southport – Young St</b> <b>Worongary</b>	8:30am to 4:00pm most locations
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**Reports to:** Retail Co-ordinator, Conveyor

**Responsibilities:** Sorting of goods for our Warehouse and Op shops located on the Gold Coast. You will need to be happy to work hard, be able to cope with the physical demands of the position and be willing to get your hands dirty! The position is available 4 hours a week or more.

**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:**

- 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:** Good customer service skills, a happy attitude, physically fit, able to take direction well.

**Skills gained:** A thorough understanding of the Animal Welfare League organization, customer relations, work experience in a fast paced OP shop environment, personal satisfaction.

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

**Time commitment:** 15 hours a week and must be available on Mondays, Tuesdays, and Thursdays.