



# VOLUNTEER POSITION DESCRIPTION

**Position:** Foster House - Office Assistant  
**Locations:** Gold Coast ONLY

GOLD COAST	<b>AM SHIFT:</b> 8:30am – 12:30pm	<b>PM SHIFT:</b> 12.30pm – 4.30pm
	<i>Shift times may vary during training period or for adhoc occasions – negotiated directly with supervising staff member.</i>	

**Reports to:** Foster House Coordinator

**Role Responsibilities:** This position exists within our AWLQ Gold Coast Foster House, assisting our staff with everyday administration duties and manual tasks associated with the running of our fostering program. This program allows cats, dogs and other companion animals that need some extra TLC, the ability to temporarily spend time in a home environment and be cared for by a family prior to finding them their forever home. This role requires the nurturing and building of positive customer relationships with both our existing and potential foster carers. You will be responsible for answering calls, scheduling appointments and communicating any updates to our foster carers (ranging from beginner to experienced), as needed. In addition to having a great phone manner you will use and develop your administration skills to assist AWLQ in keeping track of information vital to the efficient operation of our foster program.

Suitable candidates applying for this volunteer position would be self-motivated, comfortable working in a fast-paced, small team environment and driven to provide a high level of customer service, demonstrating an understanding of the aims and objectives of the AWLQ. We are seeking reliable volunteers with previous administration and customer service experience, who are computer literate, have a great phone manner and are comfortable taking direction.

**Skills and Requirements of this role:**

- Scheduling appointments with foster carers
- Processing and updating foster applications
- Data Input, creating new personal records and foster information utilising the AWLQ CRM with a high attention to detail and level of accuracy
- Professionally process and maintain confidential information in adherence with Australian Privacy Laws and the AWLQ Confidentiality Policy
- Managing incoming and outgoing calls, responding to emails.
- Confident and effective communicator. Communicate directly with a range of foster carers (beginner to experienced) and various other stakeholders
- General office and stationary duties (assembling Foster carer manuals), filing
- Co-ordinating food and general animal care needs for foster carers (manual lifting required)
- Utilising Microsoft Office Suite – previous experience required for word and outlook
- Handling of animals as required

**NOTE:** This role is predominantly office administration and customer service, however as a component of this role may include animal handling, we request you consider your suitability if you have an animal related allergy.

**Team Fit:** Please note that while this role can be very rewarding, at times contributing to the shelter environment can be challenging due to the nature of our lifesaving work, and creating a brighter future for all companion animals in need. Please refer to the Volunteer Capability Profile requirements below.

## **CAPABILITY PROFILE**

### **Physical Capacity:**

- Moderate level physical fitness with the ability to perform a wide range of manual handling tasks
- 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.

### **Interpersonal and Communication Skills:**

- Highly developed communication and interpersonal skills.
- Hardworking and show initiative when required.
- Positive attitude, calm and comfortable engaging with people.
- Flexibility and resilience, the ability to cope with various changes, a busy working environment and a demanding schedule.
- Gentle and mature disposition with demonstrated affinity for animals.
- Not bothered by strong smells or getting dirty.
- Attention to detail particularly regarding procedures, data entry, hygiene and sanitization.

### **Safety:**

- 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

### **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:** A thorough understanding of the AWLQ Foster Program. Additional customer service, administration, computer and data entry experience in a fast paced work environment.

**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:** Attend the same 1 x 4 hour shift every week for a minimum of 3 months. Due to training requirements this position would suit a person interested in volunteering on a long term basis.

