

POSITION DESCRIPTION



POSITION TITLE: Volunteer and Foster Co-ordinator

LOCATION: Mangere, Auckland

REPORTS TO: Team Leader – Foster/Volunteer

DIRECT REPORTS: SPCA Foster Families/Volunteers

PURPOSE:

Ensure that all aspects of our volunteer and fostering programmes achieve organisational goals and operate in alignment with the organisational brand, strategy, and available resources.

Provides services that are consistent with the 5 freedoms and promote animal welfare for all animals that are under the care of the SPCA. Implements and complies with animal care policies, procedures and practices within the SPCA.

| KEY ACCOUNTABILITIES: | KEY PERFORMANCE INDICATORS: |
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| 1. Work co-operatively and successfully with team members to run an efficient and effective centre, and programmes. | <ul style="list-style-type: none">• Is able to work flexibly and seamlessly between fostering and volunteering, creating personal and professional contact with all volunteers and foster families.• Presents a consistent and highly professional face to the volunteer and foster service.• Ensures exceptionally high standards of customer service are provided to all customers of the team.• Ensures foster and volunteer programmes are run efficiently and to a high standard.• Assists in other areas of the Centre, supports team members and cover breaks when required. |
| 2. Ensures the fostering programme continuously achieves the aim of providing animal friendly off-site care for recovering animals. | <ul style="list-style-type: none">• Ensures that all foster animals are well cared for and that their transition from SPCA Auckland Centre to foster care and back is as stress free as possible.• Schedules foster pick up and return appointments in support of the demands of the centre's animal flow.• Prioritises the placement of animals in foster homes when foster requests are received.• Triage foster requests dealing with urgent requests first.• Ensures appropriate levels of foster supplies are maintained and orders stock when required.• Have excellent persuasive skills both on the phone and in person.• Actively encourages and motivates foster families in the care they provide the animals, goes the extra mile where necessary. |

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| | <ul style="list-style-type: none"> • Champions the Fostering initiative within the SPCA Auckland so that high levels of service from other departments is secured. • Works continuously to improve systems and processes both within the fostering office and with other teams to ensure that high standards of service are achieved. • Ensures all foster families have the right resources to care for their animals. • Evaluates the most effective methods for supporting foster families and develops ways to improve our support. |
| <p>3. Ensures the delivery of high quality volunteer programmes for the centre.</p> | <ul style="list-style-type: none"> • Ensures exceptionally high standards of customer service are provided to all SPCA volunteers. • Manages Volunteer Rosters ensuring they support the demands of the SPCA centre. • Arranges cover to fills gaps in rosters and to replace volunteers that are unable to attend their shift • Works continuously to improve systems and processes to ensure high standards of service are delivered. • Ensures appropriate levels of volunteer supplies are maintained, orders stock when required. • Champions the volunteering initiative within the SPCA so high levels of service are provided to volunteers by all staff and departments. |
| <p>4. Foster and Volunteer Recruitment and Retention.</p> | <ul style="list-style-type: none"> • Uses effective recruitment strategies to maintain and grow the number of active foster parents and to maintain the number volunteers required by the staff, programmes and departments managed by the SPCA. • Develops strong relationships with each internal department so that there is a clear understanding of the skillset of volunteers to be recruited and prepares volunteer position descriptions and performance review information which will be used by the departments. • Reviews recruitment and on-boarding strategies as required to ensure they are supportive, efficient and effective at attracting and retaining candidates of a high calibre. • Assists in the development and retention of highly capable, co-operative, committed and enthusiastic foster parents and volunteers. • Effectively inducts foster parents into the programme ensuring both new and existing foster parents are trained and equipped to care for foster animals at their home. • Works closely with departments to ensure all volunteers are sufficiently inducted, trained and integrated into the team they work in. • Reviews foster parent and volunteer performance and ensures every foster parent and volunteer's effort is recognised, valued and appreciated. • Develops and implements tools and procedures for improved foster parent and volunteer management and retention. |

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| | <ul style="list-style-type: none"> • Ensures volunteer performance meets expectations. • Follows volunteer performance management processes. Acts appropriately and in a timely manner to address performance issues relating to foster parents or volunteers. |
| 5. Manages and maintains effective databases and information to plan volunteer and foster resources. | <ul style="list-style-type: none"> • Utilise technology effectively to manage all the information and data concerning volunteers and fosters. • Completes all administrative and reporting requirements in an accurate and timely manner. |
| 6. Carries out research both within the organisation and externally to determine best practice volunteer and foster programmes. | <ul style="list-style-type: none"> • Investigate and analyse other volunteer and foster practices. • Evaluate new opportunities for development. • Plan and implement improvements where possible. |
| 7. Supports process improvement groups and projects across the organisation to improve organisational performance. | <ul style="list-style-type: none"> • Actively participates in these groups and works collaboratively with all members of staff to achieve goals. • Carries out project work as requested. |
| 8. Actively contributes to Health & Safety | <ul style="list-style-type: none"> • A safe and healthy working environment is maintained at all times. • Establish and comply with Health and Safety legislation and regulations. • Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace. • Contributes towards the development and implementation of policies and procedures that ensure compliance with the Health and Safety at Work Act (2015). • Is aware of and can identify hazards and risks to which the organisation may be exposed and takes appropriate action accordingly. • Has knowledge of and is able to apply emergency procedures. |
| 9. Participates as a professional and constructive member of the SPCA Auckland Team | <ul style="list-style-type: none"> • Attends team meetings as required. • Contributes towards the achievement of strategic and operational goals of the SPCA. |
| 10. Volunteer Support and Supervision | <ul style="list-style-type: none"> • Ensures safety, support and wellbeing of volunteers working in your department. • Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner. • Professional in all interactions with SPCA volunteers. |
| 11. Carries out other duties as required from time to time. | <ul style="list-style-type: none"> • Provides support and assistance to SPCA events and campaigns as requested. • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition. |

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INTERNAL/EXTERNAL RELATIONSHIPS:

- All SPCA staff and management
- All SPCA volunteers and foster parents

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies
- RNZSPCA National Support Office Staff
- Members of the public

Qualifications and Experience

- Animal handling experience, and or qualification
- Skilled in volunteer selection, recruitment and management.
- Proven experience in a customer service focused role.
- Excellent phone manner, call centre experience or experience dealing with customers/volunteers over the phone.
- No pending or current criminal convictions prior to, or during employment.

Skills & Knowledge

- A sound understanding and empathy with the goals and values of the SPCA.
- Excellent communication skills – verbal and written.
- Persuasion and influencing skills (in securing support).
- Being a strong active listener.
- Strong time management, organisational and planning ability.
- Demonstrated skill in creative thinking and problem solving.
- Very good inter-personal skills, ability to build rapport with staff, stakeholders and volunteers.
- Ability to work cohesively and effectively with all SPCA staff.
- Results orientated.
- Professional in approach, open and engaging in manner.
- Effective decision making.

Equipment used and/or technology skills.

- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.
- Skills in database management.
- Full, current New Zealand driver's licence.

Personal attributes

- Enthusiasm to inspire, motivate and encourage others to make a difference.
- Passionate about working with both people and animals.
- Positive and professional in all dealings.
- High levels of personal and professional integrity.

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