



## Volunteer Role Description

### Animal Helpline Volunteer

<b>You will be supported by</b>	Office Administrator
<b>Your Time</b>	Flexible - minimum of one 3-hour session a week
<b>Why we need your help</b>	We often receive over 50 calls a day from members of the public reporting animals in need of rescue or assistance and we require volunteers to help man our switchboard each day and meet and also to greet visitors.
<b>What's in it for you</b>	This is a great opportunity to get involved with Wadars, meet new people and possibly gain some new skills. You will be taking calls on a wide range of subjects, and at the end of the day you can go home knowing that you have made a real difference.
<b>What will you be doing?</b>	You will be the first point of call for visitors to the centre and answering the phone to a whole range of different people and gathering as much information as possible. You may also be asked to carry out some administration tasks to assist the office administrator. You will also have direct contact with Wadars staff members, including our Animal Welfare Team.
<b>The skills that you need</b>	<p>A clear and pleasant telephone manner and confidence of using a computer. You should be a people-focused person, friendly, tactful and diplomatic. You should also be enthusiastic about the work we do.</p> <p>From time to time you may hear upsetting stories, but staff are always on hand to support you and offer advice. Full training will be given for this role.</p> <p><b>To find out more information or to apply for this position please contact Wadars on 01903 247111 or email <a href="mailto:enquiries@wadars.co.uk">enquiries@wadars.co.uk</a></b></p>

Rescuing and rehoming animals for over 40 years

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