

POSITION DESCRIPTION



POSITION TITLE: Volunteer and foster Programme Team Lead

LOCATION: Wellington

REPORTS TO: Area Manager

DIRECT REPORTS: 2

PURPOSE:

- Lead and develop the Volunteer and Foster Team at the Wellington Centre.
- The aim of this team is to ensure that there are appropriate numbers of skilled and engaged volunteers and fosterers who effectively contribute to the SPCA.
- Develop strategies to attract, recruit, retain and support volunteers and fosterers.
- Provide services that are consistent with SPCA standard policies and procedures and promotes animal welfare for all animals in the care of SPCA.
- Develop and maintain community and stakeholder relationships and the local reputation of the SPCA brand.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Lead, develop and motivate the assigned team to be high performing, capable and competent, delivering high standards of performance	<ul style="list-style-type: none">• Develop a high performing volunteer and foster team through effective recruitment, performance development, and leadership of team members• Provide mentoring and support to all team members so they have the appropriate support to carry out operational work effectively, accountably and safely• Communicate effectively with SPCA staff, playing a key role in all animal welfare initiatives and services at the Centre• Ensure completion 6 monthly performance conversation (Let's catch up)• Ensure the achievement of service within the team and organise individual responsibilities

	<ul style="list-style-type: none"> • Carry out data gathering and analysis as required to monitor and improve performance of volunteer and foster programme. • Complete all administrative and reporting requirements in an accurate and timely manner. • Develop, review and deliver training documents and others (in conjunction with the Training team). • Ensure all HR practices are fair and reasonable and that all concerns are escalated to the Centre Manager
<p>2. Carries out leadership duties as part of the assigned team, ensuring all practices are carried out in line with SPCA's professional standards, policies and procedures</p>	<ul style="list-style-type: none"> • Takes overall responsibility for the team to ensure SPCA animals are going out to foster families in a timely manner. (Once cleared by the Veterinary Team) • Organise appropriate communication with the Volunteers in the way of Newsletters, email updates and face to face updates (as appropriate) • Plan, runs and co-ordinate the volunteer annual update and Volunteer Week • Complete all administrative and reporting requirements in an accurate and timely manner • Support the team to have a great working relationship with other teams inside and outside of the Wellington Centre • Coordinate and maintain the Volunteer Team rosters, timesheets/leave/sickness and ensure notes on Shelter Buddy are updated as needed. • Attend mentoring and training sessions as requested by the Centre Manager • Contribute to any special projects as required, e.g. process improvement projects, external events
<p>3. Ensures the Volunteer Team deliver efficient, effective, high quality volunteer programmes.</p>	<ul style="list-style-type: none"> • Develop strategies to recruit and retain volunteers and fosterers predominately for the Wellington centre, but could be also be used regionally. • Manage complaints professionally, ensuring they are responded to in a

	<p>timely manner. Escalates when necessary.</p> <ul style="list-style-type: none"> • Work with the Grants Writer and Centre Manager to access funding for volunteering and fostering salaries and supplies. • Ensure the training of fosterers is current and complete before receiving animals into their care. • Deliver high levels of customer service, particularly around regular communication with new and existing volunteers and fosterers. • Develop emotional support mechanisms especially for fosterers with unassisted deaths or animals needing euthanasia. • Manage the volunteer and foster list on Shelter Buddy to ensure it is up to date, accurate and fit for purpose. • Manage regular audits of animals in foster to ensure foster care data on Shelter Buddy is accurate. • Provide extra pairs of hands to support the Co-coordinators during their busy periods as and when required. • Carry out data gathering and analysis as required to monitor and improve performance. • Communicates effectively with staff playing a key role in all animal welfare initiatives and services at the centre.
<p>4. Participates as a professional and constructive member of the SPCA Wellington Leadership Team.</p>	<ul style="list-style-type: none"> • Attends and is actively involved in staff meetings, providing an update on the volunteer area and statistics. • Attends leadership meetings and develops strong relationships with others in this team. • Contributes towards the achievement of strategic and operational goals of the SPCA.
<p>5. Ensure appropriate training and equipment / resources are available for staff, volunteers and fosterers</p>	<ul style="list-style-type: none"> • Work with the Wellington Leadership Team to identify training requirements and develop new training for staff, volunteers and fosterers • Work with the training team to develop training to foster parents, staff and volunteers • Deliver new training, co-ordinating

	<p>with the training, veterinary and animal care teams.</p> <ul style="list-style-type: none"> • Work with the training team to create and/or update foster training manuals and on-the-job guide in the animal areas as required • Audit of the foster equipment to ensure that it is received back and can be reallocated to fosterers who need it • Ensure appropriate levels of foster supplies (e.g. food, litter, milk powder, toys etc) are available at all times • Co-ordinate foster property checks in instances where foster home SPCA animals have or have had a contagious disease and where the fosterer wishes to continue fostering
<p>6. Actively contributes to Health & Safety</p>	<ul style="list-style-type: none"> • Take reasonable care for your own health and safety • Ensure you do not adversely affect the health and safety of other persons • Cooperate with any reasonable workplace health and safety policy or procedure, including, but not limited to; • Using Personal Protective Equipment (PPE) appropriately and when required • Understanding what to do in an emergency • Reporting all incidents and risks you are involved in or have witnessed • Speak up if you have concerns about health and safety • Contributes towards the development and implementation of policies and procedures that ensure compliance with the Health & Safety at Work Act (2015)
<p>7. Volunteer Support and Supervision</p>	<ul style="list-style-type: none"> • Ensure safety, support and wellbeing of volunteers • Ensure 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
<p>8. Carries out other duties as required from time to time</p>	<ul style="list-style-type: none"> • Provide support and assistance to SPCA events and campaigns as requested • Assist in all areas of the Centre where there are staff shortages or some

	<p>other need is identified</p> <ul style="list-style-type: none"> • Establish effective working relationships with other SPCA centres and as directed, develop the capacity and capability of other branches in line with local and National expectations • 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 manager to meet any changing condition
--	---

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies
- Members of the Public

PERSON SPECIFICATION:

Qualifications and Experience

- Good all-round management experience and capability
- Experience of developing and implementing volunteer and foster programmes is desirable.
- Experience of volunteer and foster programmes is an advantage.
- Experience working for a not-for-profit organisation may be beneficial.
- Qualifications and experience in animal care and/or vet nursing may be an advantage.

Skills and Knowledge

- Demonstrable skills in management, building rapport with staff, volunteers, stakeholders and suppliers
- Strong organisational and planning abilities
- Proven ability in managing and developing a Health & Safety culture
- Proven ability to inspire, motivate and encourage team development

- Ability to develop others through mentoring and on the job coaching
- Ability to work cohesively and effectively with all SPCA staff and suppliers
- Problem solving skills, including conflict resolution
- Ability to manage confidential information with responsibility and integrity
- Ability to manage stress and handle emotional situations while retaining empathy
- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.

Personal Attributes

- A commitment to high quality work and professionalism.
- Resilient
- Motivated and enthusiastic to make a difference
- Ability to manage confidential information with responsibility and integrity.
- Ability to manage stress and handle emotional situations while retaining empathy.
- Excellent written and oral communication skills.

