



BYRON BAY WILDLIFE HOSPITAL

POSITION DESCRIPTION

POSITION TITLE	Volunteer Coordinator
REPORTS TO	GM Veterinary Services
SUPERVISORY RESPONSIBILITIES	Volunteers
EMPLOYMENT STATUS	Full-time
PREPARED BY	Yasmin Lawrence
APPROVED BY	Dr Bree Talbot, General Manager Veterinary Services
APPROVED DATE	
REVIEW DATE	

About Us

Byron Bay Wildlife Hospital' (BBWH) mission is to conserve, protect and ensure positive welfare outcomes for Australian wildlife through treatment, rehabilitations, research and education. Everything we do is underpinned by important principles of ethics and animal welfare.

BBWH is a not-for-profit veterinary wildlife organisation which treats and rehabilitates sick, injured and orphaned native animals free of charge in the Northern Rivers. It is the only all-species wildlife hospital outside of Taronga Wildlife Hospitals, staffed by a full-time team of expert wildlife veterinarians and nurses and is open 7 days a week. Volunteers play an important role in the hospital from helping to clean enclosures and providing specialised meals for our patients, through to providing education to our community on the importance of caring for our wildlife.

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Purpose of the Position

The Volunteer Coordinator at Byron Bay Wildlife Hospital is responsible for the organisation and implementation of a comprehensive and rewarding volunteer program. This position supports the hospital team to effectively deliver the best possible care to our wildlife patients through coordinating and delegating tasks to volunteers to assist in the day-to-day running of the hospital. The Volunteer Coordinator will work closely with the veterinary team and administration team and is pivotal in supporting the team and culture.

There is opportunity to develop the program by implementing rewards and training initiatives to ensure retention and the continued mentoring and skill development of this group of engaged, committed volunteers. We want the volunteers to feel valued and part of the team.

Mandatory Requirements

Working With Children Check	Unrestricted drivers' licence
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Key Responsibilities

Key Responsibilities	Areas of Focus
Strategy	<ul style="list-style-type: none"> Develop and implement a volunteer program that is engaging and rewarding, leading to committed volunteers who feel valued as part of the team.
Business Operations	<ul style="list-style-type: none"> Development of volunteer program based on the needs of BBWH. Formalised plan regarding different types and numbers of volunteers required. Attracting, recruiting, and onboarding volunteers, matching their interests with suitable opportunities. Continuous improvement focus on the volunteer experience – activities, education, training, opportunities, mentoring, skill development and rewards.
Service Delivery	<ul style="list-style-type: none"> Delivery of induction training. Performing risk assessments on tasks, ensuring WHS requirements are met. Maintaining accurate records in the volunteer database and implementing guidelines for volunteers. Liaising with the hospital team on the changing needs of the hospital and how volunteers may help. Provide support to the veterinary senior management team with various hospital management duties as required.
Leadership, People Management and Stakeholder Relationships	<ul style="list-style-type: none"> Ongoing mentoring and monitoring of volunteers. Managing the volunteer roster. Coordinating volunteers to help with external events. Contribute to a respectful and safe workplace in line with our core values. Maintain good relationships with all workers at Byron Bay Wildlife Hospital and its sister organisation Byron Bay Wildlife Sanctuary.
Communication	<ul style="list-style-type: none"> Provide effective communication to all stakeholders of the role at a level appropriate to the individual. Support information sharing and keeping details up to date in shared platforms to enable transparency and open communication to the team.
Innovation	<ul style="list-style-type: none"> Identify opportunities for improvements to the volunteer program or other relevant areas and present to the GR Veterinary Services. Generate ideas and take agreed projects through to completion.
WHS Responsibilities	<ul style="list-style-type: none"> Contribute to review of WHS requirements within the hospital to ensure a safe and healthy workplace for all participants. Perform regular WHS walk through checks, raising risks identified with possible solutions for rectification.

Selection Criteria

Essential Criteria	
1.	Demonstrated extensive experience in roles where relationship building is a prominent component.
2.	Demonstrated experience recruiting, retaining, training, managing, and developing a team of employees and/or volunteers.
3.	Demonstrated ability to work in a team environment and provide supervisions to a medium sized team.
4.	Strong interpersonal skills with the ability to build rapport, liaise and interact with internal and external stakeholders at all levels, from varied backgrounds and cultures in a professional and ethical manner.
5.	Strong organisational and planning skills with demonstrated ability to manage complex tasks with competing concurrent deadlines.
6.	Demonstrated ability to work independently to achieve agreed outcomes.
7.	Excellent written and verbal communication skills with ability to deliver engaging presentations, events and other public interactions.
8.	Knowledge of safe work procedures and WHS training relevant to work activities and work area.
9.	Sound animal care skills and a basic understanding of injured wildlife care and recovery management.
Desirable Criteria	
1.	Experience engaging volunteers via a variety of mediums (social media, newsletters, WhatsApp etc.).
2.	Demonstrated experience in an administration and coordination position.