



ROLE DESCRIPTION

Job Title:	Adoption Support Volunteer
Branch:	Manchester & Salford
Location:	Branch office
Reports to:	Branch Manager/Rehoming Supervisor
Hours:	Flexible, but at least one 4 hour shift per week required to complete adoption support administration duties
Duration:	Minimum 6 month commitment required

1. Purpose of the job

- To assist with the rehoming of animals in the branch
- To engage with the public and the local community
- To promote RSPCA animals available for adoption

2. Dimensions

- Branch Office based.
- If an owner-driver there is also the option to undertake routine vet appointments, delivery of supplies to foster homes and routine visits to check on foster animals.

3. Principal Accountabilities

Adoption Related Admin

- a. Completion of adoption paperwork.
- b. Updating and maintaining Animal Shelter Manager database.
- c. Reviewing receipt of returned adoption paperwork and related adoption fee.
- d. Filing and archiving animal records.

Adoption Support

- e. Contact adopters to see how their animal is settling in at specified time periods. Record any support needs identified and ensure follow up contact by the rehoming staff.
- f. Contact foster-for-bonding scheme carers to see how the RSPCA animal is getting on. Identify support needs and ensure follow up contact by the rehoming staff.
- g. Contact adopters to arrange follow up veterinary treatment for their adopted animal, e.g. neutering and 2nd vaccination.

Enrichment and food stores

- h. Assist in the making, storing and provision of essential enrichment items for boarding establishments. E.g. creating 'Hide, Perch and Go' boxes for the cats.
- i. Assist with the collation, storing and rotation of donated perishable items. Identify when stocks are low and inform rehoming staff.

Foster Care Support – *optional, mileage allowance available*

- j. Transport foster animals to routine vet appointments, make detailed notes and report findings to the rehoming staff and foster carer. In the event of anything untoward being identified immediately contact a member of the rehoming staff team whilst in the veterinary consultation with the animal.
- k. Deliver supplies to foster carers such as litter, food, bedding etc.
- l. Deliver or collect animals from foster homes for relocation elsewhere within the branch.

Additional Duties

- m. Assist with production of social media/website content.
- n. Assist staff with routine health checks of animals.
- o. Assist with care of animals temporarily being housed in the branch office
- p. Assist with the answering of routine emails to the branch office.

While at work all staff and volunteers are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Follow Branch policies and procedures for health and safety.

NB. This volunteer job description is a statement of the role agreed in July 2017. It should not be seen as precluding future changes.

Personal Specification

Criteria	Essential	Desirable
Professional/Technical Qualifications	Educated to GCSE level of education or equivalent	Animal care qualification
Experience & Job Knowledge	N/A	Comfortable with cats and/ or small animals Experience of providing good customer service
Skills & Competencies	Good verbal and written communication skills.	Previous experience with databases/data input

	Computer literate.	
Personal Qualities	<p>Sympathy with the RSPCA's aims and policies</p> <p>Self motivated and able to work on your own initiative</p>	Experience of working as part of a small team
Special Circumstances	Full UK Driving licence and access to own vehicle only if wishing to help with work outside the office. You must be able to provide proof of the relevant insurance for your vehicle.	