

## POSITION DESCRIPTION: Companion Animal Support Program Volunteer

<b>REPORTING TO</b>	Companion Animal Support Program Project Officer
<b>ACCOUNTABLE TO</b>	Volunteer Program Coordinator, CEO
<b>REPORTS TO:</b>	Companion Animal Support Program Project Officer
<b>LOCATION:</b>	Client's home in City of Yarra Area
<b>HOURS/DAYS OF WORK</b>	1 hour minimum to 4 hours maximum per week as negotiated

### Organisational Environment:

NRCH offers a range of services to the diverse communities who live and visit the City of Yarra. We also offer a number of targeted Statewide Programs. The organisation mandates a philosophy of providing culturally appropriate primary and social services to disadvantaged individuals and groups, especially refugees and newly arrived communities. Through extensive planning and consultation processes, we are responsive to the changing needs of the community, providing programs that capture both marginalised and well-connected clients.

### Position Objective:

The Companion Animal Support project will provide volunteers to assist City Of Yarra residents aged over 55 years to care for their pet.

The pilot project funded by the City of Yarra will be run from May 2011 to November 2011. The continuation of project will depend on ongoing funding.

### Key Duties, Responsibilities and deliverables:

- Tasks outlined in the volunteer agreement form (see attached).
- Assist client to maintain their pet. This may include, grooming, feeding, washing, cleaning bedding, cleaning litter, cages and exercising of pet.
- Provide this assistance at a mutually agreed time and to let client know if you are unable to attend.
- Monitor the clients and their pet's wellbeing and raise any concerns with the project officer.
- Abide by local laws, including picking up and disposing of dog droppings with owner supplied bags/equipment.
- Assist and encourage client to look after their animal.
- Respect owner's decisions regarding their pet.
- Not entering into a personal agreement with pet owner eg. Making arrangements outside of agreed time/s or accessing pet owner's house keys.
- Administrative duties if required.
- Any other duties as directed by project officer/volunteer coordinator.

### Key Selection Criteria:

- Demonstrated experience and knowledge in caring for a pet.
- Previous experience and/or knowledge of working with older people or people with a disability and people from diverse backgrounds.
- Able to establish and maintain boundaries, have sound judgement and problem-solving skills and carry out tasks as negotiated with client and NRCH.

- Able to work independently as part of a team which includes client, their pet and NRCH, this includes identifying and reporting any issues to the Project Officer/Volunteer Program Coordinator.
- Show respect to client's home, their pet and their home, this includes being reliable, trustworthy and cooperative.

### Training Requirements:

Internal training requirements for position:

Topic	Time frame for completion
Orientation	Prior to commencement

### Organisation wide responsibilities and conditions:

- Volunteers will attend the Program during hours as agreed between the Volunteer and the Project Officer.
- In the case of inability to attend a rostered session, the Volunteer will undertake to contact the Project Officer or Volunteer Coordinator at least 48 hours prior or as soon as possible whichever is the earlier.
- All position descriptions are open to periodic review by Management in consultation with staff concerned.
- Due to the resources required for training it is preferable that prospective volunteers commit to NRCHC for the duration of the Project.
- North Richmond Community Health Ltd provides a smoke free environment, including within Centre cars and buses.
- The successful applicant may be required to perform other duties as directed, in accordance with training, skills and experience.

For other conditions which cover all workers of the organisation please refer to the NRCH Policy and Procedures Manual.

**NOTE: THE SUCCESSFUL APPLICANT WILL BE REQUIRED TO UNDERGO A POLICE CHECK**

**NRCHC IS AN EQUAL OPPORTUNITY EMPLOYER**

**NRCHC IS A SMOKE-FREE WORKPLACE**

For further information regarding this position please contact:

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