

Volunteer Coordinator

About the organisation and department

The mission of Animal Aid Unlimited is to rescue and treat the un-owned street animals of India who have become ill or injured, and through their rescue inspire a community to protect and defend the lives of all animals.

We operate one of India's most active rescue services, responding to more than 70 calls on our helpline every day and involving thousands of Udaipur residents in the process of rescuing street animals every year. Our hospital and sanctuary (located in Badi, 10km from Udaipur) house a total of more than 600 animals (dogs, cows, donkeys, cats and other animals).

Designation – Volunteer Coordinator

Reports to – Animal Welfare Manager

General purpose of the role

This position is a wonderful chance for someone who wants to work with animals as well as with people to inspire and enable volunteers and visitors to have rewarding experiences helping street animals. Every volunteer is different, with unique expectations, desires and skills. Volunteers provide much needed love and enrichment for our rescued animals, and the coordinator ensures their experience is rewarding for the animals as well as people. The volunteer coordinator is responsible to ensure that the rules and policies are respected for the safety of the animals and the volunteers.

Key area of responsibility

1. **Visitors:**
 - a. Welcome visitors during visiting hours, manage visitors who come outside visiting hours
 - b. Lead tours through the hospital and shelter
 - c. Coordinate visits and tours within and outside visiting hours
2. **Volunteers:**
 - a. Manage communication and bookings via email with prospective volunteers
 - b. Orient volunteers on their first day and provide the necessary training and explanation
 - c. Prepare the daily schedule of the volunteers, making sure they get experience with different animals and tasks to deepen their understanding and relationship with cows, donkeys, goats and sheep as well as dogs and cats
 - d. Supervise the volunteers and ensure all guidelines are followed and that volunteers or visitors not following guidelines are promptly explained
3. **Animal care:**
 - a. Keep current with the animals in the hospital and their special needs, so that those who need the most comfort and care receive it

- b. Report immediately any animal who shows signs of illness or distress to the Animal Welfare Manager

4. **Outreach & Education:**

- a. **Events:** participate in outreach events, at the centre or external (schools, community meetings etc), to promote the respect of animal welfare and work of Animal Aid, encouraging the community to take an active role; to educate the community about animal behaviour, dog-bite prevention and coexistence.
- b. **Adoption:** identify the animals who can be adopted, screen potential adopters, implement adoption protocols.

Experience, education and skills

1. Fluency in English, fluency in Hindi is a big plus but not required
2. Good IT skills (Microsoft office, Google tools)
3. Previous volunteering experience is plus

Personal attributes

1. Understanding and passion for Animal Aid's mission
2. Warm and welcoming personality, able to be clear and direct
3. Good communication and organizational skills
4. People oriented and able to connect with people from a wide variety of backgrounds and experiences
5. Compassionate and comfortable with animals

