



# STREETVET

[www.streetvet.org.uk](http://www.streetvet.org.uk)

## Project Coordinator for the StreetVet Accredited Hostel Scheme

**Title:** Hostel Coordinator

**Time Commitment:** Contract, 12 month contract, Full-time

**Reporting to:** General Manager

**Location:** Battersea, with some WFH and UK travel

**Contracted hours:** 37.5 work week

**Holiday:** 25 days per year plus national holidays

**Salary:** £26,000

**Applications close:** Friday 23<sup>rd</sup> July 2021

**Interviews:** Week commencing 2<sup>nd</sup> August 2021

### About StreetVet

Established in 2016, StreetVet was inspired by the incredible bond that exists between those who are homeless and their pets. Through the compassionate efforts of all our volunteers, operating in multiple locations across the UK, we have cared for over a thousand pets. We have vaccinated, microchipped, treated for fleas, protected against lungworm, provided pain relief, helped fight infection, performed surgery and sometimes just listened.

And, with your help, we would like to do more! StreetVet is recruiting a full time Hostel Coordinator to manage, coordinate and deliver our pioneering StreetVet Accredited Hostel Scheme.

The positives of pet ownership to those experiencing homelessness are multi-fold, for example, companionship, loyalty, unconditional love, increased social interaction, security, a sense of purpose, reduced anti-social behaviour and improved mental wellbeing. Sadly, pet ownership in this demographic also creates barriers as only 10% of UK hostels\* have positive pet policies. This leaves homeless owners with the impossible choice between a hostel room or giving up their companion.

At StreetVet we believe that homeless owners should not have to make this choice. We have created the StreetVet Accredited Hostel Scheme to help make it as easy as possible for hostels to say yes to pets. The scheme offers wrap around support and training for hostel staff whilst providing StreetVet veterinary care to the pets that need us. We believe its successful implementation will lead to a reduction in UK homelessness. The Hostel Coordinator will be pivotal in promoting and managing this scheme. This is an exciting opportunity to make a tangible difference to both people and their pets.

### Role Description:

The Hostel Coordinator role will manage, coordinate and deliver our StreetVet Accredited Hostel Scheme. This will consist of promoting the scheme to potential hostels, recruiting and onboarding new hostels, providing ongoing management and support to existing hostels and suppliers, and being a point of contact for all internal and external queries.



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## **Role Responsibilities and Duties:**

- Promote the StreetVet Accredited Hostel Scheme to hostels nationally.
- Recruit and onboard hostels on to the StreetVet Accredited Hostel Scheme.
- Manage ongoing relationship with active hostels, evaluating performance and productivity with accredited hostels on a regular basis.
- Become the StreetVet subject matter expert on the StreetVet Accredited Hostel Scheme representing StreetVet across all levels of the organisation, internally and externally.
- Become the subject expert for the telemedicine platform.
- Build relationships with veterinary practices, taxis and boarding kennels in each hostel location to ensure local support is in place.
- Management of media and PR related to the Hostel Scheme.
- Sourcing content for social media posts, articles and blogs from accredited hostels.
- Manage the internal administration of the scheme.
- Accurate record keeping in the StreetVet CRM tool.
- Define and manage the StreetVet Accredited Hostel Scheme complaints procedure.
- Define and report on StreetVet Accredited Hostel Scheme KPIs.
- Provide staff cover.

## **Who we are looking for – behaviours, knowledge and experience:**

- Belief in the StreetVet Vision and Mission.
- A self-starter with drive and initiative.
- Excellent and adaptable communication skills.
- Must be able to build and maintain positive and trusting relationships.
- Must be able to work effectively both individually and collaboratively.
- Must have a strong work ethic and commitment.
- Strong IT skills in Microsoft Teams, Word, Excel and PowerPoint.
- Experience of using CRM platforms would be beneficial.
- Recognition and compliance with equality and diversity in the workplace.
- Must have empathy, integrity and patience.
- Must be able to work flexibly within a small fast-growing organisation.
- Organised with excellent attention to detail.
- Experience of working with vulnerable people would be beneficial.

To apply for this role please email your CV and covering letter to [zoe.abbotts@streetvet.org.uk](mailto:zoe.abbotts@streetvet.org.uk) by Friday 23<sup>rd</sup> July 2021.

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\*Source: Dogs Trust's Hope Project and Homeless Link statistic.