

# Role Description:

## Support Volunteer



**STREETVET**

StreetVet is a multi-award winning charity delivering free essential veterinary care and services to the pets of people experiencing homelessness in multiple locations around the UK. Our volunteers provide a vital role in helping us to deliver our support.

### What does the role involve?

The support volunteer role varies for each outreach location. Most locations will have more than one support volunteer who will each look after specific tasks.

Here are some examples of what the role may involve:

#### Administrative:

- Monitoring location email inbox
- Ensure all internal communication is shared to other volunteers
- Assisting with onboarding new volunteers
- Adding clinical notes on StreetVet's PMS
- Helping to organise vet appointments with the Central Clinical team
- Chasing patients clinical histories
- Order supplies and equipment
- Liaising with team to provide Central team with social media content
- Managing location's Amazon Wishlist
- Ensure outreaches have enough volunteers prior to date

#### Practical:

- Supporting managing stock and stocktakes
- Keeping StreetVet backpack fully stocked
- Organising food deliveries
- Placing orders with Pets at Home

#### Skills required

Team work, collaboration, excellent communication and organisational skills, compassion and empathy.

### How often do I need to volunteer?

StreetVet are looking to find volunteers that are able to sign up long term. This enables you to get to know our patients and built up trust with their owners.

We ask that all support volunteers commit to 2 hours of volunteering a minimum of once every 3 months.

### What do StreetVet provide in return?

#### Training

StreetVet offer onboarding specific to the outreach you will be volunteering with.

You will also have access to our volunteer portal which contains a detailed Volunteer Handbook as well as key policies to help you through your time volunteering with StreetVet.

We also provide GDPR and Safeguarding training, as well as access to a Mental Health First Aid training course.

#### Uniform

Once you have completed 6 hours of volunteering you will be able to order a StreetVet uniform. This includes a t-shirt or hoodie. If you are a public facing volunteer you will also be able to choose a beanie hat or a cap.

**If you would like to find out more about volunteering with StreetVet, please contact [volunteer@streetvet.org.uk](mailto:volunteer@streetvet.org.uk) for more information.**