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| **Title** | Seeing Eye Dogs (SED) Kennel Support Volunteer |
| **Department** | SED Kennels |
| **Reports to** | Jo-Anna Gardner (Senior Dog Care Attendant) |
| **Location** | SED, 17 Barrett Street, Kensington VIC, 3031 |
| **Time Commitment** | Minimum 12-month commitment (4-hour, weekly shifts) |

## Purpose

Seeing Eye Dogs, a division of Vision Australia (VA), exists to develop and maintain innovative, high quality dog guide services valued by people who are blind or have low vision, and is the only nationwide provider of SEDs.

## THE ROLE

This role is a vital part of our team, providing a high standard of care for SED dogs/pups in the kennel facility, and playing a crucial role in helping us fulfill our mission.

**KEY TASKS**

The volunteer willconduct role-specific duties of kennel support, perform cleaning, husbandry and enrichment. In addition, they will assist SED kennel staff with the following tasks:

* assist with dog/pup grooming and bathing
* assist with health checks
* prepare and distribute food enrichment items for dogs/pups
* assist with feeding as needed and ensure dogs/pups have access to fresh water
* assist with enrichment and care of the kennel cat
* perform laundry tasks
* assist with dog/pup exercise (e.g. free running, walking, swimming)
* assist with monitoring toileting times and addressing specific behaviour issues (e.g. barking)
* assist with enrichment and socialisation of dogs/pups
* promptly report concerning dog/pup health and behaviour to staff
* assist with cleaning, disinfecting, and maintaining kennels and associated areas
* perform miscellaneous tasks as required by staff
* adhere to current work, health and safety practices in all aspects of role
* conduct a variety of physical manual handling tasks (e.g. pulling, pushing, lifting, bending, stooping) and assist others to move objects whilst maintaining a safe working environment free from injuries
* complete required data recording tasks to accurately record information about your volunteering activities
* promptly report maintenance issues or safety concerns to staff
* **It is important that volunteers do not** undertake additional tasks without seeking approval from SED kennel staff first.

**ESSENTIAL SKILLS AND KNOWLEDGE**

* Be patient, dedicated and flexible
* Have excellent interpersonal and time management skills
* Attention to detail
* Demonstrates emotional intelligence and respects confidentiality and diversity
* Kind and enthusiastic nature, and passionate about animal welfare
* Willing and able to follow SED staff instructions whilst demonstrating initiative
* Ability to work in a team but sometimes with minimal supervision
* Able to work both indoors and outdoors in all weather conditions
* Ability to stand for long periods of time (when required)
* Able to manage physical requirements of role
* Good level of mobility
* Skills and techniques for manual handling skills are current
* Prioritise health, safety, and well-being for yourself, animals, and others in the work environment
* Adapt to a fast-paced work environment, focusing on safety, cleanliness, and animal well-being
* Be able to read animal behaviour and body language, and respond to their needs calmly and patiently
* Understand the sensitive nature of working with animals and recognise dogs/pups will be at various stages of training and will regularly enter and exit the facility as they advance through the program
* Understand disease control measures and maintain good hygiene practices

## Desirable skills (not essential)

* Awareness of working with people who are blind or have low vision
* Kennel & dog handling skills

## Volunteer paperwork

* All standard volunteer checks e.g. Working with Children’s Check (WWCC) and police check must be up to date (the SED Admin team will provide separate details on how to obtain these)

**MANDATORY TRAINING REQUIREMENTS**

* Induction – all Kennel Support Volunteers must attend an onsite induction before any shift assignments are allocated.
* Onsite training – will commence once your shift has been confirmed
	+ Important – once you have completed all foundational skill training for your role, you will be offered an opportunity to complete a dog/pup handling assessment to give you the necessary skills required to transport our dogs/pups around and external to the kennel environment. Our kennel staff will provide training and supervision to ensure all criteria has been met before you will be permitted to transport any of our dogs/pups.
* Online training

 **OUR MISSION**

VA’s mission is to provide support to people who are blind or low vision to live the life they choose.

**OUR VALUES**

VA staff and teams live by the following values -

* **Person-Centred** - We measure our success in terms of outcomes for our clients.
* **Accountable** - We hold ourselves responsible for what we do and don’t do.
* **Collaborative** - We work well together and with others to deliver the best possible outcomes.
* **Commercially Focussed** - We work efficiently and responsibly to sustain and grow our services and influence.
* **Agile** - We will adapt, learn and innovate to have a positive impact in a changing environment.