

VOLUNTEER ROLE DESCRIPTION

Greyhound Adoption Concierge

Objective

Greyhound Adoption Concierge Volunteers provide vital support at the time of adoption by engaging with potential adoptees and visitors to our Tullamarine kennels. Volunteers also provide information about GAP, including how to adopt or get involved in volunteering. Greyhound Concierge Volunteers are the very important public face of GAP, promoting awareness of our program, providing adoption support, and helping to dispel myths about Greyhounds.

Key Duties & Responsibilities

The main duties and responsibilities a Greyhound Concierge Volunteer may undertake are:

- Attending GAP Tullamarine on a scheduled Saturday or Sunday to assist with adoptions.
- Engage with potential adoptees while GAP staff are processing other adoptions.
- Occasionally assist with preparing a dog for a meet and greet by washing or grooming the dog if required.
- Volunteers are required to attend promptly for their scheduled shifts (usually 4 hours), neatly presented in a GAP volunteer polo shirt.
- Volunteers are expected to remain familiar with the latest processes of Greyhound adoption at GAP, and be able to answer general questions about what to expect bringing a new dog home etc.
- Volunteers may also opt to volunteer at any other Community Engagement shifts
- You must adhere to the Volunteer Agreement, and any other relevant GRV policies you have signed or acknowledged, which are available to view on the volunteer portal

Key Skills and Selection Criteria

GAP recruit volunteers in accordance with the equal opportunities act, and welcome and encourage applications from suitably qualified candidates. Key skills and criteria required for the Community Engagement role are:

- Passion and commitment to animal welfare and Greyhounds as pets
- Ability to undertake relevant screening checks as required
- Experience of previous ownership, volunteering, or employment with Greyhounds
- Demonstrated ability to read, understand and follow all instructions and information provided in training and informational materials
- Excellent interpersonal skills and friendly demeanour to engage with the public and respond to questions appropriately and professionally.
- Ability to stand for extended periods of time and physically control a greyhound up to 40kg

Training and Resources Provided

- All new volunteers are required to attend a two-hour induction session at GAP in Seymour. These sessions are held regularly, and volunteers may choose the session that suits their availability.
- All volunteers wanting to volunteer at our Tullamarine facility will also need to attend an hour and a half onsite induction at Tullamarine
- Skills sessions are held periodically throughout the year which volunteers may attend to learn more about GAP and Greyhounds.
- Volunteers are provided with a GAP polo shirt. As volunteers are working mostly outside, volunteers should dress sun smart, and use sunscreen provided.
- Visual training resources are available on the volunteer intranet to provide information on relevant topics, including Greyhound first-aid, prey drive behaviours and key messages for GAP events

Reward and Recognition

Our Greyhound Concierge Volunteers provide invaluable support to GAP, and our mission to achieve full rehoming of all healthy Greyhounds retiring from the racing industry. To show our appreciation to volunteers for their commitment, we hold special recognition events throughout the year.

This includes a celebratory event during National Volunteers Week in May, our end of year Thank You in November, and smaller events throughout the year.

These events are held at varied locations state-wide, to encourage attendance for volunteers from different regions. Where appropriate, we encourage volunteers to bring their Greyhounds to these special events.

For volunteers building skills and experience to enhance career opportunities or meet training course requirements, we can provide letters of service for your resume or course of study.