

## Volunteering with the RSPCA

Volunteers are a vital part of the RSPCA's success, and we value all our volunteers for the diversity of skills they bring. You may not think you have a special talent, but we know you do!

Just wanting to volunteer with the RSPCA shows a commitment to community giving, selflessness, and a passion for the wellbeing of animals. Reliability, dedication and a concern for animal welfare are also essential ingredients for an enjoyable volunteer experience at the RSPCA.

Every day, thousands of volunteers work in shelters across Australia in a huge variety of roles. At Tasmanian shelters you can choose from:

- The Cuddle Club
- Dog Walker
- Animal Attendant
- Clinic Assistant
- Shelter Maintenance & Repairs
- Gardening
- Foster Carer
- Reception & Administration
- Animal Ambulance Driver
- Special Events Committee
- Sponsor Liaison
- Corporate Groups

Volunteering at the RSPCA also allows you to connect with amazing, passionate, like-minded individuals and provides a real opportunity to bring about change and make a difference.

For more information contact  
[volunteer@rspcatas.org.au](mailto:volunteer@rspcatas.org.au)

For more information on RSPCA Tasmania,  
please contact the State Coordinator

[volunteer@rspcatas.org.au](mailto:volunteer@rspcatas.org.au)

or your local shelter

### Hobart:

553 Pass Road, Mornington  
(03) 6244 3033

### Launceston:

Remount Road, Mowbray  
(03) 6326 6333

### Devonport:

Tarleton Road, Spreyton  
(03) 6427 2566

### Burnie:

207 Mount Street, Burnie  
(03) 6431 3561

or visit:

[www.rspcatas.org.au](http://www.rspcatas.org.au)



For all creatures great and small.

**RSPCA Volunteers**  
Join the family and show you care

# Administration & Reception



## What does administration and reception involve?

The RSPCA is a non government, community based charity with a primary concern for the welfare of all animals - great and small.

Shelters are the most visible part of the work of RSPCA and run effectively with enormous thanks to volunteers.

Administration and Reception Volunteers are essential in the day-to-day operation of RSPCA shelters. Shelters act as rehabilitation and adoption centres for unwanted, stray and injured animals, and as holding facilities for animals which are the subject of pending legal action by RSPCA Inspectors.

Administration and Reception Volunteers are usually the first point of contact for the public on a daily basis, offering friendly and efficient service to all visitors.

Volunteers in this area are required to answer general enquiries both in person and over the phone, help visitors in navigating the shelter, assist with the intake and adoption of animals and lend a hand running programs, putting them on the front line at the RSPCA



## Position Description

**Job Title:** Volunteer Administration and Reception

**Reports to:** Shelter Manager

**Location:**

Administration and Reception volunteers work at the following shelters:

- Hobart
- Launceston
- Burnie
- Devonport

**Key Responsibilities:**

- Word processing.
- Data entry.
- Basic accounting.
- Mail-outs / sorting.
- Filing.
- General clerical.
- Other duties as directed.

**Personal Attributes:**

- Must communicate effectively and without bias.
- Must be confident dealing with the public and animals.
- Well-developed telephone and computer skills.
- Ability to work under pressure.
- Conflict resolution skills.
- Ability to work both in a team and with minimal supervision.
- Commitment to the welfare of animals.

**Age Requirements:** Minimum age is 18.

**Length of Appointment:**

Administration and Reception volunteers are an integral part of the RSPCA's year-round work, and it is anticipated volunteers in this area will establish a regular and on-going volunteer schedule.



**Time Commitment:**

It is a requirement that volunteers in this area commit to a minimum of four hours per week for a three-month period. Generally, Administration and Reception volunteers work from four hours (or ½ a day) to 30 hours (four days) per week, between the hours of 10 am and 4 pm depending on their commitment and shelter operating hours. Ability to work weekends would be highly regarded.

**Support Provided:**

Volunteers undertake a full orientation and training program, but staff and senior volunteers are on site to support volunteers at all times. RSPCA Tasmania is committed to providing a healthy and safe workplace for all volunteers, with all practical resources available to ensure compliance with the statutory requirements for a risk-free workplace.