

Role Description:



Outreach Support **STREETVET** Volunteer

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 have more than one support volunteer who each look after specific tasks.

Here are some examples of what the role may involve:

Administrative:

- Monitoring the location email inbox
- Ensuring all internal communication is shared to other volunteers
- Ensuring outreaches have enough volunteers signed up to attend each outreach
- Assisting with the onboarding of new volunteers
- Adding clinical notes on StreetVet's PMS
- Helping to organise vet appointments with the Central Clinical team
- Chasing patient's clinical histories
- Ordering supplies and equipment
- Organising pet food deliveries
- Placing orders with Pets at Home
- Liaising with the outreach team to provide the Central team with social media content
- Managing the outreach location's Amazon Wishlist

Practical:

- Supporting with managing stock and undertaking stocktakes
- Keeping the StreetVet outreach backpack fully stocked

Skills required

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

What is the expected time commitment?

StreetVet are looking to find volunteers that are able to sign up on a longer term basis. 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 2-3 months. Ideally, our support volunteers would be able to volunteer on a monthly basis.

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 support you with volunteering for StreetVet.

We also provide GDPR and Safeguarding training, as well as other relevant training.

Uniform

Once you have completed 6 hours of volunteering, you will be able to order a StreetVet uniform. This includes a t-shirt, hoodie and a cap/beanie.

If you would like to find out more about volunteering with StreetVet, please complete our expression of interest form ([Volunteer Expression of Interest](#) | [StreetVet](#)) and we will be in touch with more information.



Role Description:

Central 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 central support volunteer role varies depending on which team you support.

Here are some examples of what the role may involve:

- Administrative support - supporting the staff team with various tasks e.g. data entry, creating reports.
- Hostel Support - visiting potential suitable hostels and day centres, ensuring they meet the official StreetVet accreditation standard
- System support - providing IT/CRM support
- Conference support - supporting the staff team with arranging our annual conference and volunteer networking event.

Skills required

The skills required depend on the type of volunteering role e.g. for a system support volunteer, knowledge and experience of IT/CRM systems would be beneficial.

Overall skills required are team work, collaboration, communication and organisational as well as compassion and empathy.

What is the expected time commitment?

StreetVet are looking to find volunteers that are ideally able to commit to 2-3 hours per month.

What do StreetVet provide in return?

Training

StreetVet offer onboarding specific to the central team you will be working with.

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

We also provide GDPR and Safeguarding training and an opportunity to attend our annual StreetVet conference.

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 have the choice of a beanie hat or a cap.

If you would like to find out more about Central Support Volunteer roles, please complete our expression of interest form ([Volunteer Expression of Interest | StreetVet](#)) and we will be in touch with more information.