



Role Descriptions

for Volunteers



Dear Angel-Paws Inc. Supporter,

Thank you for enquiring about becoming an Angel-Paws Inc. volunteer.

No matter how you can help or for how long- we're grateful as nothing is ever too small as the ripple effects your contributions make are endless.

About Us:

We're a **registered Not-For-Profit charity** based in Townsville, Queensland founded in 2009. We work with local veterinary clinics and foster carers who volunteer their time and effort to bring our animals to full health and well-being, before finding them new loving homes. In 2018, Angel-Paws came under enormous pressure with our rehoming numbers increasing from 2017's 520 to over 800. 2019 is tracking to exceed 850 animals being rehomed. The increased demand on Angel-Paws forced us to employ two full-time staff and find a home base. In January 2019, with the community's support Angel-Paws signed a lease on an old vet clinic in Kelso which is now called APHQ (Angel-Paws Head Quarters). We are able to provide basic vet care in our own clinic whilst still working with our partner vet clinics for all other veterinary needs. Angel-Paws Inc. is a no kill rescue meaning that **we are committed to every animal that comes in to our care** until they find a forever home.

About Our Animals:

Our animals come from regional pounds which include Charters Towers, The Burdekin, Hughenden, Ingham, Innisfail and occasionally Bowen and Mt Isa. Where possible we assist the public to take on surrendered animals, so they don't end up in the pound. However, our priority are the animals in pounds as they normally already have a euthanasia date

Mission Statement:

Our Mission: Angel-Paws Inc. is a not-for-profit registered charity dedicated to providing a voice and a second chance for the animals that society rejects.

Our Beliefs:

- 🐾 We are committed to being part of the permanent solution
- 🐾 No cruelty ever and no pre-emptive euthanasia
- 🐾 We are committed to in home fostering our animals – no cages

Our overriding filter for every decision is
"What is in the best interests of the animal?"

We will never deny any animal in our care:
veterinary services, food or shelter

Our priorities are helping the "hard case" animals that normal society rejects.

Here are a few ways you can make a difference:

- Information Booths:** Held at Stockland and Castletown on a rotating monthly basis. You can learn a little bit more about who we are. These days are not only important to raise money, but also awareness in the community. It's also a key first protocol to help us **recruit volunteers, donations or sponsorships**. Check our website for the dates and locations of our next information charity booth.
- Adoption days:** Held on the last Saturday of each month at PetStock Domain Central. We are looking for people to help keep the kittens and puppies calm, answer general questions from the public about who we are and what we do. But it's not all just cuddles and pats- there are messes to clean up, puppy disagreements to separate and humans to manage in and out of the puppy pen. We also need people willing to do a little research into who each animal is so you're well equipped to help find their forever home by answering potential adopters' questions about their paw-sonalities.
- Fundraising & Special Events:** We regularly hold events to raise money and awareness within our community. They usually run out of work hours and are a very crucial part of our fundraising. These include quiz nights, online raffles, music events, bake sales, sausage sizzles or involvement within other community events such as Christmas Carols on the Strand, Pet Expo, Defence Day, RUOK Day and local markets. We always need persons willing to take on responsibilities (before, during and after the event) to help the whole event move forward and provide a positive message about us out into the community. Even initiating your own event to help us raise the needed funds is of a great help to us and our animals.
- Foster Carer:** Carers are the foundation of our charity as we do not keep the animals in a shelter. We ask you a few questions in our online application and assuming you accept our conditions of care, we arrange for you to look after one (or more!) of our animals in need, helping them actively find a forever home. It takes a special kind of person to open their home and heart to an animal who needs a little more love than usual. Most of our animals require training and patience to ensure they find their paw-fect forever home. For more information about these roles and responsibilities, head to the Foster Carer information page found on our website.
- Respite Foster Carer:** When our foster carers go away we need someone to temporarily take care of our foster animals on a short-term basis.
- Neo-Natal Foster Carers:** When very young litters of kittens or puppies come into our care without a mother, these young ones need constant and special care. They will need to be 'taught' how to be a good dog or cat by reading into their basic needs and teaching them grooming, playing and interacting and nursing skills. The neo-natal carer needs to be available for irregular feedings and medical watch. Once they are healthy enough to survive on their own, the litters can usually move onto an available foster carer.
- Animal, Donations & Supplies Transport:** We always do our best to save those pets within the surrounding areas from euthanasia at local pounds but struggle sometimes to find transport during the week. Could you collect an animal when it is required, and take them to one of our foster carers' homes? Or perhaps collect large private donations that need organisation and distribution to the appropriate coordinators? These errands help us bridge the connections with others who share a love for animals.
- BINGO at Cowboys League Club:** Angel-Paws Inc. has gratefully accepted running the BINGO every Wednesday and Friday mornings starting at 8:40am. All the supplies are provided by Cowboys League Club, so all we do is help with the organisational side of helping the players. We write out their membership numbers, hand out the books and

prizes. After all the players have gone home, we tidy up the venue and count the money. More specific training will be provided upon your first rostered day. Volunteers MUST be over 18 years of age to attend this regular event.

- 🐾 **Charity Raffles at Cowboys League Club:** The C.L.C. are very generous to local organisations. Throughout the year, they rotate which charity will run their Tuesday evening and Sunday Lunch Raffles. We are rostered as the charity around 4 times a year. It is a fun and easy evening where about 2 to 3 people walk the floor selling raffle tickets and hand the customer their ticket half. It really is a win - win kind of event!

Can't be somewhere in person? Unpredictable schedule?

We always need:

- 🐾 **Bakers:** You can work independently or make your own team of like-minded talented people who can make baked goods for our foster animals, or their human companions to sell at the charity booths, or during a special event.
- 🐾 **Crafters/Sewers:** You can make toys, bedding, or accessories in your spare time or while watching TV. We give these items to foster carers or we can sell them at charity booths or markets. We'd also welcome other pet related handmade items that we can sell to raise money (tote bags, jewellery, key chains, pet accessories like bow ties, scarves, hats, Christmas decorations etc)
- 🐾 **Computer savvy and social media users:** It is always helpful to share our events far and wide on social media. If you're skilled, trustworthy and keen it would be fantastic to have all forms of our social media utilised and managed at their full potential.
- 🐾 **Administration & Data Entry:** We need 'first responders' to help manage our email account. By forwarding emails that arrive in the info@angelpawsinc.com.au to the correct coordinator, the supporter gets the answers and information they need faster and easier. This really helps us behind the scenes connect with donations, adopters and sponsors, too.
 - 🦴 Sometimes we need our annual calendar, posters, flyers or information booklets designed, proofread and printed for certain occasions (advertising, thank you certificates, sponsorship requests etc.)
 - 🦴 Updating our pet profiles on Pet Rescue websites. These sites help increase the exposure of our animals online, so it is crucial the animals listed for adoption are kept current and accurate.
 - 🦴 For grant applications, or just general interest, we need someone to get into the statistics. We need to know things like how many animals have been adopted to forever homes, how many are in foster on average at a time, or how much money certain events raise, or what our profits vs overhead costs are. Jobs like these are a little time consuming for unfamiliar eyes, but the right person can really help us know what areas to improve on and allow us to share our successes with the public to let them know how much their support truly helps our animals.
 - 🦴 Work with Dog and Cat Coordinators to ensure the paperwork is complete and all vet records are sent by mail to the new adopting family and filed away for easy access in our records
 - 🦴 Organising financial accounts and bookkeeping is an important job for a trustworthy and honest person. By maintaining our basic accounting needs, this allows the treasurer to oversee more of the financial planning.
- 🐾 **Builders & Handyman Maintenance:** Sometimes, things break. Perhaps a foster carer needs help repairing their fence after a storm. Or maybe an excited puppy dug up the irrigation system from the foster carer's garden. We often are in need of someone who is

capable with tools and can help with minor repairs, build us shelving for our storage shed or build dog houses for our foster carers.

- 🦷 Experienced builders or handypersons could design and build us items we can sell at our annual auction or through our online raffle. Items like gazebos, pet houses and climbing trees, garden beds, wishing wells are always excellent sellers.
- 🦷 Tradies can also donate their professional experience to get us favourable quotes on needed work that arises in our office space and vet practice.
- 🦷 Gardeners and cleaners to help maintain the APHQ office space and vet practice helps keep our place of business look professional, inviting and sanitary as there is always lots of foot traffic through the main doors; especially after an intake, or adoption event.

🐾 **Photographers, Computer Programmers and Graphic Designers:** are always in need to highlight our beautiful animals in care using the technology at our finger tips. These types of opportunities are needed on an irregular, but consistent basis, so having a bank of people we can call upon is very helpful.

- 🦷 Attend our events and taking snap shots of our volunteers engaging with the public and boost interest in an animal up for adoption by capturing them in the perfect light are crucial and valuable skills we need on our team.
- 🦷 Graphic designers are such a great help to us as we always need images to promote our events and if they're not done right, our events go unnoticed. We also need thank you cards and thank you certificates for those that help us help these deserving animals.
- 🦷 We also need someone who can help us with new computer programs, or perhaps suggesting and looking after a new idea to improve what we are already doing.


Does your passion want a little more responsibility?


Once you have been with us for a little while and you have the confidence to proudly wear our shirt and **regularly** take initiative you can apply to be a coordinator.


🐾 **Coordinators** are very important to our organisation as they help us run smoothly as a cohesive team. And we'd always welcome someone who can add another set of hands to help and lighten the load for us all.


- 🦷 **Information Booth Stockland or Castletown Coordinator:** annually coordinate with shopping centre management to organise dates, monthly check in to confirm booth site, communicate with other volunteers and foster carers to arrange a schedule for the animals up for adoption and volunteers to come and help. Talk with the public about what we do, direct them to the appropriate areas of the website for additional information. Complete merchandise sales. Collect and count donations and report total amount to centre management and deposit money/give to treasurer.
- 🦷 **Market Stall Coordinator:** Annually coordinate with organisation head (ie Rotary) to secure monthly sites. Monthly check in to confirm market stall site. Communicate with other volunteers and foster carers to arrange a schedule for the animals up for adoption and volunteers to come and help on the day. Talk with the public about what we do, direct them to the appropriate areas of the website for additional information. Complete merchandise sales. Collect and count donations and report total amount to centre management and deposit money/give to treasurer.
- 🦷 **Senior Dog & Cat Coordinator:** Review, approve or deny adoption applications for chosen species. This role includes property inspections either in person or via email and photo submissions. It may also include calling referees and/or landlords to confirm applicant information. Main responsibility would be working with foster carers to learn about their animals so that potential adopters are matched with the correct pet based on personality traits. Senior dog and cat coordinators also work


closely with vets, making appointments and organising which animals are to attend adoption days, photography sessions and require urgent care. You are also responsible to manage the applications for surrenders of your chosen species by working with the previous 99owner to help them find solutions prior to surrendering their pet, and then if that fails, managing the intake of that animal.


 **Dog or Cat Foster Carers Coordinator:** Coordinate with pounds and senior dog or cat coordinators about private surrenders to ensure an incoming animal has a foster home before coming into our care. Coordinate with vets and foster carers any upcoming routine or follow up appointments and any urgent care cases that arise. Distribute resources to your team of foster carers such as food, toys, bedding, flea, tick and worming treatments. Help with scheduling between other coordinators to roster carers and their animals to attend photography sessions, family meet and greets and trials, adoption days, information/market/special event booths. Proof read and then post pet profiles online. Discuss with senior coordinator regarding the suitability of the animal when an adoption application comes in.

 **Volunteer Coordinator:** Coordinate with other teams and coordinators about upcoming events to ensure volunteers are available and rostered to help during, before and after events. Be the first protocol for training, induction and procedures for all new volunteers. Create and maintain an ongoing calendar that can be accessed by other coordinators to add to/modify existing and upcoming events. Manage Facebook group dedicated to volunteer communication and organisation. As needed, attend events if new volunteers need support, training or volunteers can no longer attend a scheduled event.

 **Social Media and Advertising Coordinator:** Collaborate with other coordinators to ensure social media posts are correct and made in a timely manner. Monitor, post and maintain all social media websites and pass along any questions to the relevant person. Update events calendars, website and promotions material as needed by working with the special events coordinator. Work with foster carer coordinators, volunteer photographers and graphic designers to obtain the materials to be posted by giving them all the required information and proofing it before posting online.

 **Special Events/Sales Coordinator:** Collaborate with local business owners, local news reporters, city council and other venues to scout, hire and promote needed areas for upcoming events. Complete any needed applications or risk assessments with help of administration volunteers for upcoming events. Working alongside the appropriate coordinator to create, suggest and promote the event using a variety of methods appropriate to each event's target audience. Monitor and provide a working space for volunteers to use or donate independently made items for events (baked goods, crafts and items to sell, AP signage). Create opportunities for staff and volunteers to get together to meet, greet and get to know each other so that small teams, friendships and events can be created and encouraged. Work with photographers and graphic designers to make any promotional materials for the events as needed.

 **Educational Officer:** Our Educational Officer's aim is to help change the long-term attitudes in 2 key areas: Responsible Pet care and Ownership and Preventative Safety Care. This small team of volunteers is required to visit day cares and primary schools to speak to the children about how to care for a pet at home to ensure the pet has a long and happy life. We also teach the children what to do when approaching a stray or unknown dog to ensure they stay safe.

 **Committee Member:** Annually voted in members of the AP team who volunteer to take on key leadership roles in the following areas: President, Vice-President, Secretary, Treasurer. This core group of people make decisions on all actions taken by AP and its staff and volunteers to ensure we remain dedicated to our mission and serve the animals in our care who need our support in the most efficient and effective

manner. They manage 'the bigger picture' by deciding how resources are used, how conflicts are to be managed and how to proceed into the future. The Committee work to ensure the ethical longevity of our organisation is upheld and compliance to the governing bodies and legal requirements of a not-for-profit organisation.

Again, we appreciate your support because without you, we could not do the work we do to help these deserving animals. Please go to our website to fill in an application form for fostering, volunteering or membership. Prior to applying as a foster carer, please read the foster carer requirements document.

Once you've completed the online application form, an email will automatically be sent to you with the second step of instructions. The volunteer coordinator will then review and approve your application and answer any questions you may have.

<https://www.angelpawsinc.com.au/forms.html>

We look forward to working with you as part of our ever-growing team. Double Paws Up!



With thanks from,

The Team
Angel-Paws Inc.
website: [angelpawsinc.com.au](https://www.angelpawsinc.com.au)
facebook: [angelpawsinc](https://www.facebook.com/angelpawsinc)

Giving a second chance to animals with limited options